BEN FRANKLIN TRANSIT







Annual Service Plan (ASP)

2027

*Spanish version available upon request. *Versión en español disponible a solicitud.

Messages from BFT Executive Leadership



Brian Lubanski

Chief Executive Officer

"The dedicated team at Ben Franklin Transit, including our drivers, operators, mechanics, dispatchers, reservation specialists, customer service representatives, and support staff, is proud to provide access, mobility, and transportation services throughout our Public Transportation Benefit Area.

BFT provides an estimated 4 million trips per year for people traveling to school, shopping, medical appointments, and other important destinations throughout our region. We are committed to continuous improvement and to making our services as convenient and accessible as possible.

Looking ahead, BFT is excited to continue investing in improved bus stops, shelters, benches, and providing real-time information to passengers at transit centers and throughout the communities we serve. In the coming weeks, we will also introduce digital ticket purchasing through the Ben Franklin Transit mobile app. This new feature will allow fixed-route customers to instantly purchase daily and monthly passes directly from their mobile devices, without needing to carry cash or make a special trip to purchase a pass in advance.

Together, we are building a transit system that better serves our growing community. Your feedback is essential in helping us understand your transportation needs, priorities, and expectations as we enhance our routes, bus stops, and customer experience. Thank you for riding with Ben Franklin Transit and for helping shape the future of transportation in the Tri-Cities region."



Kevin Sliger

Chief Planning & Development Officer

"Over the more than ten years I've been at Ben Franklin Transit, I've worked toward a more methodical and coordinated approach to how the agency plans for the future, and the 2027 Annual Service Plan reflects that progress. As the Tri-Cities grows, BFT's responsibility is not just to add service, but to ensure every decision is deliberate, data-driven, and tied to a clear long-term direction. The recently adopted Long Range Transit Plan (LRTP) sets that vision, the Short Range Transit Plan (SRTP) developed in 2027 will turn it into a near-term roadmap, and Annual Service Plans (ASPs) are where it becomes real for riders.

This work belongs to BFT's Planning Team, whose careful analysis, community engagement, and attention to detail shaped every recommendation and who will lead the SRTP in 2027. This year's ASP makes meaningful improvements, including a new Route 49, the Route 10 extension, and all-day service on Route 2X, each evaluated for how well it serves the community, supports equitable access, and makes the network easier to use.

BFT's goal is to provide the best service possible by focusing on the rider experience and ensuring accessibility and mobility for all riders. Resources are finite, so BFT is committed to working within its fiscal limits, investing where it can have the greatest impact and being transparent about the tradeoffs. The result is a plan built on a clear vision and a strong team, and a foundation for a transit system that meets the needs of a growing region, together with BFT's partners and the communities it serves."

Meet BFT Planning Team



Gabe Martin

Director of Transit Planning

Gabe began his career at Ben Franklin Transit 20 years ago as a Dial-A-Ride driver and advanced through several Operations roles, including dispatcher and supervisor, before transitioning to Planning. His firsthand experience across transit operations and planning provides a unique perspective on service development and how reliable public transportation supports the daily lives of individuals and families throughout the community.



Chris Lilyblade

Planning Scheduler

Chris is responsible for scheduling Fixed Route buses and operators. Since joining BFT in December 2006, Chris has held several roles, including Coach Operator, Transportation Supervisor, and his current position in Planning. He takes pride in helping deliver reliable, efficient transit service to the growing Tri-Cities community.



Sepideh Azizi

Transit Planner

Sepideh joined the agency about eight months ago and led the development of the 2027 Annual Service Plan, bringing together data analysis, community feedback, and input from teams across BFT. With a background in urban and transportation planning, she is passionate about making transit more accessible, reliable, and responsive to the communities we serve.



Tyler Owen

Bus Stops & Amenities Coordinator

Tyler is the Bus Stops & Amenities Coordinator at Ben Franklin Transit, where he works to improve bus stop accessibility, amenities, and the overall rider experience throughout the Tri-Cities.



Sharon Penley

Planning Support Specialist

Sharon is a bilingual community engagement professional and Planning Support Specialist at Ben Franklin Transit, where she expands multilingual outreach and builds partnerships that bring more voices into transportation planning across the Tri-Cities. A committed advocate for accessibility and public engagement, she brings the same leadership to her volunteer work, helping build more connected communities.

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Executive Summary

At Ben Franklin Transit (BFT), our mission is to provide safe, reliable, and accessible transportation services that enhance the quality of life in our communities. Each year, we develop an Annual Service Plan (ASP) that reflects our ongoing commitment to meeting the evolving mobility needs of the Tri-Cities region.

In January 2021, BFT's Board of Directors adopted the ASP Policy, creating a structured approach to align service planning with operational delivery. This policy plays a vital role in shaping budgetary decisions and determining annual labor needs. The ASP is developed through a collaborative process that incorporates insights from both community members and BFT staff.

As part of this process, BFT conducts a thorough analysis of service data to identify opportunities for service enhancements and operational improvements. This data-driven approach ensures that our transit services remain adaptable to the changing needs of our riders while making the most effective use of available resources.

The 2027 ASP outlines proposed service changes, performance evaluations, and strategic initiatives that support our long-term goals. It is informed by data analysis, riders feedback, and regional transportation priorities. This collaborative and transparent process ensures that BFT services remain efficient, equitable, and responsive to the needs of our riders

Safe. Reliable. Accessible.

As we look ahead, this plan positions BFT to adapt to current challenges, pursue new opportunities, and continue delivering high-quality transit services that support sustainable growth and regional connectivity.



2027 Proposed Service Changes

01 Eliminate low-performance trips
Eliminate first and last trips with low ridership and weekend trips with very low ridership.

02 Add service where demand supports it
Increase service span or frequency.

03 West Richland Route

04 West Clearwater Route

05 Eliminate Route 27X
Initially State funded, the Route has not shown strong ridership.

Recap of 2026 ASP Implementation

The 2026 ASP recommended a combination of service expansions, resource reallocations, pilot programs, and targeted route adjustments. Because implementation was scheduled to begin in June and August 2026, the plan distinguished between prorated revenue hours for the implementation year and annualized revenue hours for a full year of operation.

5,914
Prorated revenue hours added
2026 implementation year

9,951
Annual revenue hours added
Full year of Operation

≤5
Actual additional peak vehicles
7 vehicle increase was originally anticipated

173
Estimated total operators
One additional position expected

Planning assumptions: 75 Vehicles with anticipated seven-vehicle increase; 20% planned spare ration

2026 ASP Recommendations

01 Tripper Service
Deploy Trippers to address peak-period overcrowding, including Route 3, and support employment related trips.

02 Route 123s adjustments
Discontinue the morning trippers and remove the Leslie Road portion of the afternoon trip; reallocate resources to higher priority needs.

03 Route 26s adjustments
Discontinue low-ridership trips at 7:15 a.m. and 3:00 p.m.

04 Local Pasco Route 61
Assess Route 61 feasibility to serve Western portion of A street and the Columbia Basin Veterans Center.

05 Special Event Service
Allocate 2,500 additional annual revenue hours to support special events, including the Prosser Balloon Rally and FIFA World Cup-related activities.

06 Pasco Aquatic Center shuttle
Develop a pilot providing more direct service to the Pasco Aquatics Center and West Pasco neighborhoods.

07 Pasco Flea Market Route
Introduce seasonal weekend service from August through October 2026.

08 Downtown Loop realignment
Realign Routes 1, 26, 123, and 225 in response to construction in Richland.

09 Minor Service adjustments
Minor route and schedule adjustment in response to ridership, traffic, bus-stop spacing, and operational performance.



Tripper Service



County Fair and Rodeo 2026

2026 Service Changes

Planned vs. Actual Operating Changes



Service / Recommendations		Planned				Actual			
Route/Service	Recommendations	Peak Vehicle Change	Start Date	2026 Revenue Hours	Annual Revenue Hours	Peak Vehicle Change	Start Date	2026 Revenue Hours	Annual Revenue Hours
Tripper and Special Event Service	Targeted service allocation to address overcrowding and employment shuttles. Special event services such as additional buses for Fair, FIFA World Cup*, and Prosser Balloon Rally.	5		2,500	2,500	3	-	2,500	2,500
Route 123s	Discontinue due to low ridership	-1	March	-97	-126	0*	September 1st	-67	-162
Route 26s	Discontinue the low ridership 7:15 a.m. trip and third afternoon trip at 3:00 p.m.	-1	March	-49	-63	0*	September 1st	-44	-108
Columbia Basin Veterans (Route 61)	Local Pasco route serving West A Street and Veterans Center	1	June	1,410	2,560	1	August 31st	836	2,508
Pasco Aquatics Center	Seasonal pilot service pattern to provide more direct, frequent service to the Aquatics Center and West Pasco	1	Memorial Day	2,100	3,590	1	June 14th	2,523	4,612
Pasco Flea Market	Pilot service operates from 7:00 a.m. to 4:00 p.m. on weekends from March to October	-	August	180	595	1*	August 30st	166	601
Richland Downtown Loop	Route realignment to accommodate changes	-	Spring	-	-	-	Postponed	-	-
Total				6,044	9,056	5		5,914	9,951

*Partial grant-funded hours for FIFA

*Vehicle change did not affect VOMS (~2pm weekdays)

2027 ASP Service Change Recommendations Summary

Quick Facts	Recommendation	Estimated Peak Vehicle Change	Estimated Start Date	Estimated 2026 Revenue Hours Changes	Estimated Annual Revenue Hours Changes
Tripper and Special Event Service	Targeted service allocation to address overcrowding and employment shuttles. Special event services such as additional buses for Fair, and Prosser Balloon Rally.	-		**2,500**	**2,500**
Route 49 – West Clearwater	Add a new route serving West Clearwater and the Desert Hills Middle School area.	**+1**	June 2027	**1,983**	**3,536**
Route 10 adjustment	Extension of Route 10 farther west into West Richland. Interlined with Route 20. 30 min service weekday 6a.m.-8p.m., 60 min service Saturday 7a.m.-7p.m.	**+1**	June 2027	**1,879**	**3,363**
Route 27X removal	Discontinue Express 27	**-2**	June 2027	**-2,269**	**-4,046**
Route 2X adjustment	Adjust Express 2 to 30-minute frequency and add coverage mid-day on Weekdays. Possible adjustments to schedule departures with pulse in Pasco and Richland.	**-2***	June 2027	**860***	**1,500***
Route 240X adjustment	Discontinue Saturday service on Express 240.	**N/A**	June 2027	**-346**	**-654**
Route 50 adjustment	Shift Route 50's start from 7 a.m. to 8:30 a.m. and end weekday service at 7 p.m.	**N/A**	June 2027	**-541**	**-976**
Metro 3 Saturday adjustment	Reduce Metro 3 Saturday service to 30-minute frequency from 7 a.m. to 9 a.m.	**N/A**	June 2027	**-54**	**-102**
Metro 1 span adjustments	Add weekday trips at 5:45 a.m. by extending existing partial trips and extending evening span on Sunday.	**N/A**	June 2027	**127**	**230**
Route 40 span adjustment	Add an Eastbound evening trip on weekdays and Sundays.	**N/A**	June 2027	**86**	**154**
Route 42 span adjustment	Add an Eastbound evening trip on Saturdays.	**N/A**	June 2027	**14**	**26**
Route 25 span adjustment	Discontinue the 6:45 a.m. Saturday trip.	**N/A**	June 2027	**-14**	**-26**
Total				**2807**	**4957**

*TBD once final schedules are put together



STAFF & COMMUNITY OUTREACH

Public Engagement and Feedback

Behind the Wheel, Shaping the Plan



Let's Taco About It - May 2026



Driven by Hope - September 2026

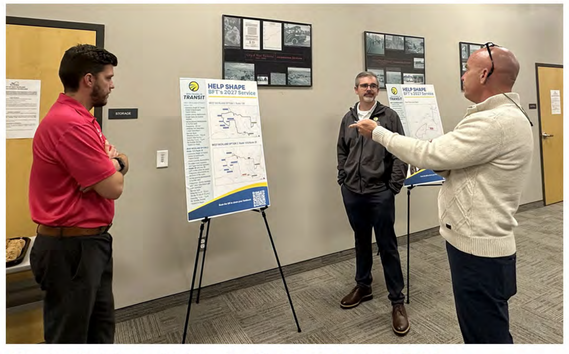
BFT Planning staff developed a series of staff and community engagement activities to inform the 2027 ASP. The process began with "Let's Taco About It", an event hosted on May 5, 2026, which invited operators to share service observations and feedback. A second staff activity, the "Driven by Hope" event happened on September 30, 2026. These conversations helped the Planning team identify questions and concerns from the operators to address as the plan moves through public review.

Connecting with the Community

BFT held community engagement events in October 2026 in the areas served by the proposed new routes. Attendees were able to review the proposals, ask questions, and provide feedback on destinations, route alignments, transfers, and service schedules. For the proposed West Richland route, BFT expanded its reach by connecting with local apartment communities as well as Libby and Enterprise Middle Schools. Similarly, for the West Clearwater route, BFT connected with the local apartment communities, Calvary Christian School and Desert Hills Middle School. Digital boards, news media segments and other available materials, including postcards, and newsletters, also helped BFT staff to share information about the proposed service and ways to provide feedback.



CG Public House, West Clearwater - October 2026



West Richland City Hall- October 2026

Public Engagement and Feedback

OPEN HOUSES & PUBLIC COMMENT

Your input shapes our service

After the release of the first ASP draft, BFT will hold two in-person open houses in November during the 30-day public comment period, one at T**hree Rivers Transit Center** and the other at **Mid-Columbia Library** in West Richland. The **online open house** will provide another way to review the proposals and submit comments. BFT advertised the open houses and shared information about the Title VI review in a local newspaper. Planning staff will review feedback from the operators' events, community engagement efforts, open houses, and other comment channels before finalizing the plan.

Appendix D will document the comments received, summarize the main themes, and describe how BFT responded.



Fixed-Route Recommendations

This section describes a series of service changes recommended for BFT's fixed-route service in 2027. Implementation would be scheduled to occur in June 2027 contingent upon staffing levels and vehicle availability. Transit service recommendations were evaluated using a range of system performance, ridership, and demographic data detailed in the supporting appendices. Appendix A provides a systemwide summary of key metrics such as ridership, revenue hours, and on- time performance, establishing a baseline of overall service characteristics. Appendix B examines ridership by stops to highlight location-specific demand patterns. Demographic considerations are addressed in Appendix C, focuses on population, employment, and equity characteristics within the PTBA. Appendix D presents a detailed analysis of outreach conducted during the development of the 2027 ASP.

Together, these resources provide an analytical foundation for developing potential future-year service improvements.





June 2027

Proposed Implementation

Contingent upon staffing and vehicle availability

A Systemwide Performance

B Ridership by Stop

C Population, Employment & Equity

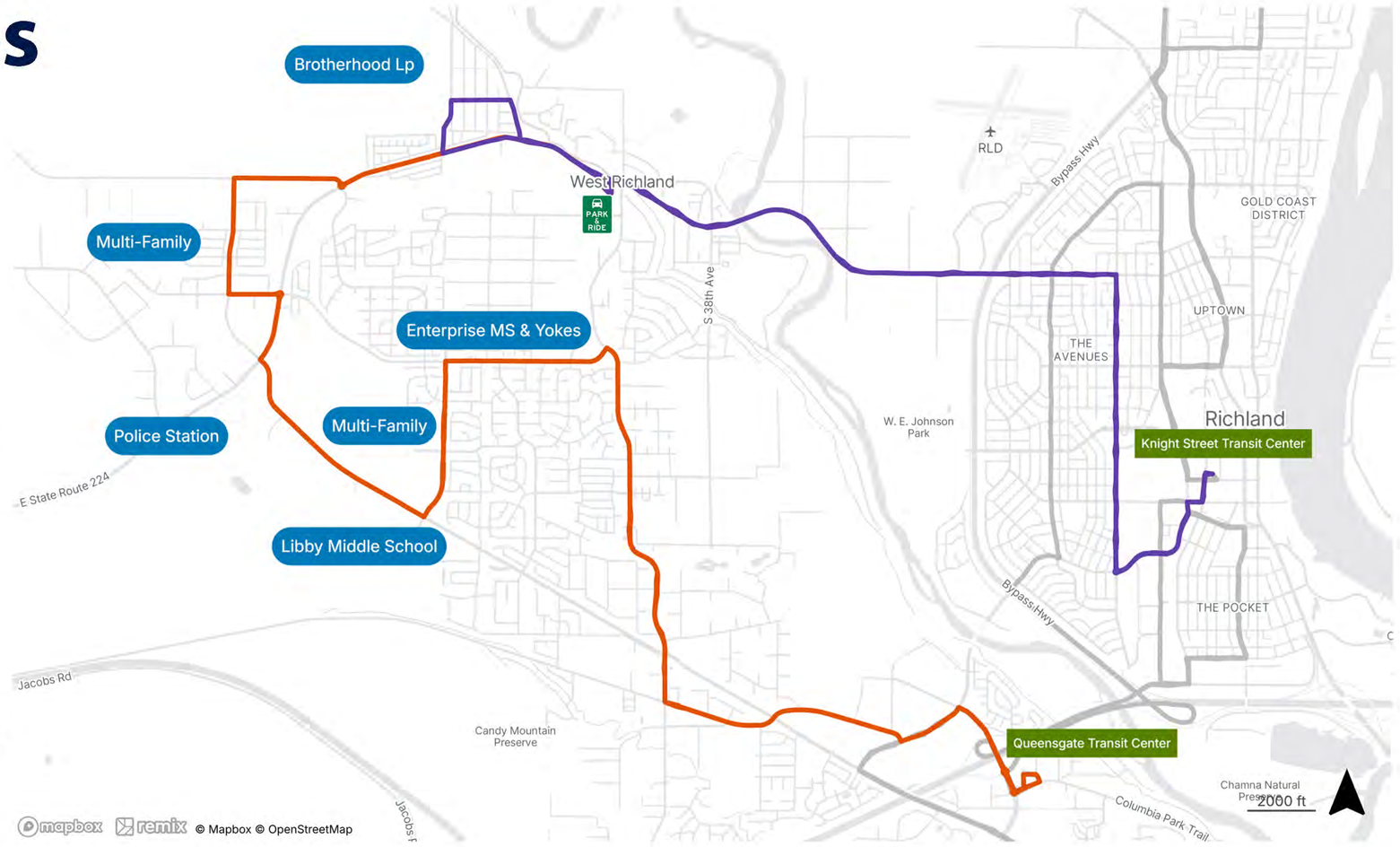
D Public Outreach

West Richland Routes

Route 20 and Extended Route 10

BFT evaluated four alternatives for the proposed West Richland route. The alternatives were compared through a strengths, weaknesses, opportunities, and threats (SWOT) analysis that considered coverage, connections to transit centers, transfers, service frequency, reliability, and the ability to serve growing areas of West Richland. BFT advanced two alternatives for public review. This route responds to a long-standing request from West Richland residents and the City of West Richland. The alternatives analysis helped BFT determine how to provide a convenient connection while meeting the area's travel needs.

It is worth noting that the data analysis conducted on the two existing routes in West Richland, Routes 10 and 20, does not show high demand in this area. In particular, Route 10, a version of which is proposed to extend farther west in the City of West Richland, is one of the lowest-ridership routes in our system. These routes also do not show very high ridership on Saturdays. However, considering all the new developments that have happened in this region, BFT suggests moving forward with this route. The continuation of the full route would depend on future ridership, as BFT closely monitors any changes. It is also expected to take some time for demand to grow in this region. BFT anticipates higher usage as fixed route coverage is expanded and transit becomes more available in West Richland.



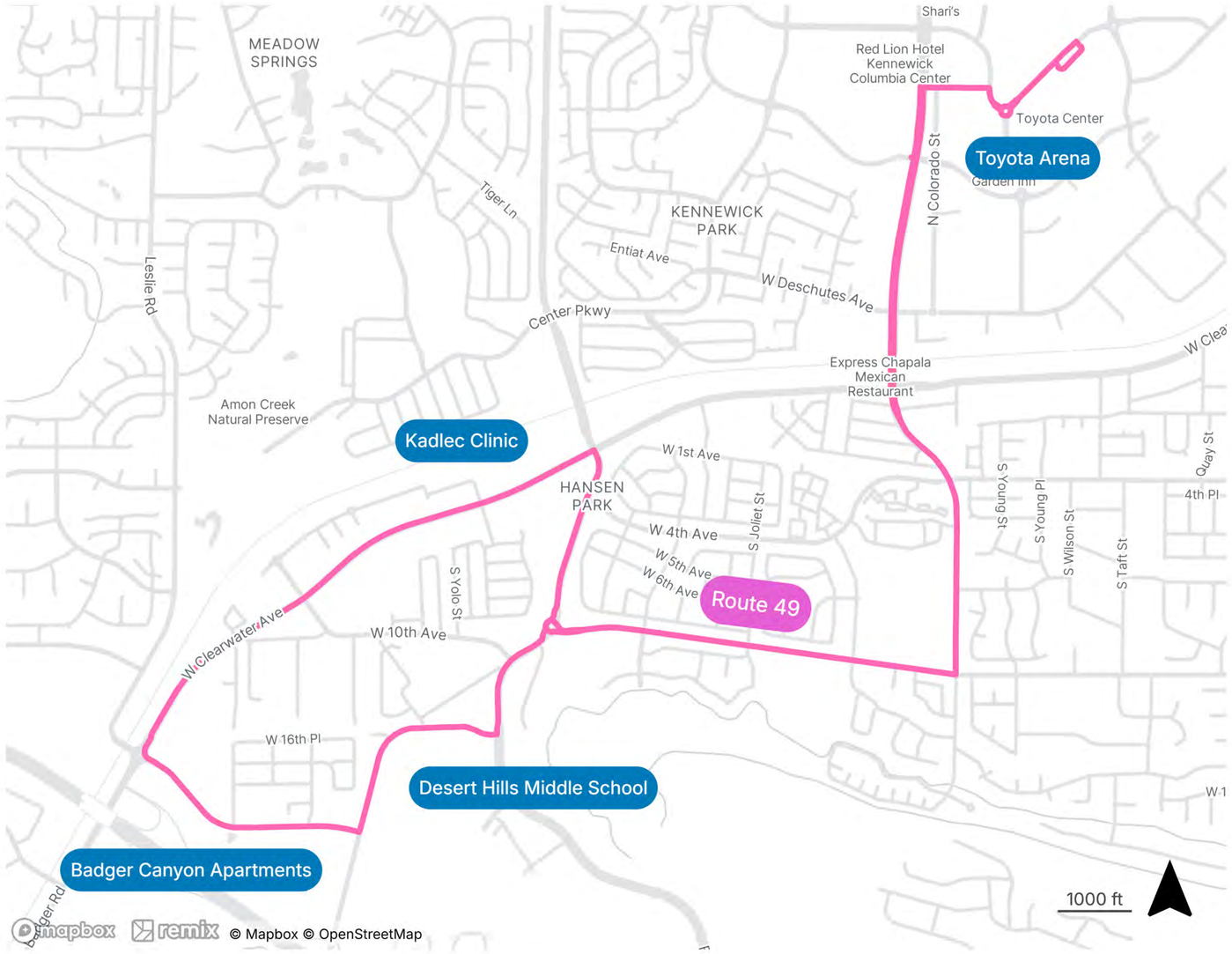
Quick Facts	Route 10 Extended	Route 20
Vehicles Required	2 (+1) Extended Route 10	2 (No change) Route 20
Run-time	EB~ 25min, WB~25min Interline with Rt 20	No Change
Frequency	30-min Weekday, 60-min Saturday	30-min Weekday and Saturday
Service Span	Weekday 6 a.m. -8 p.m. Saturday 7 a.m. – 7 p.m. No service on Sundays	Weekday 6 a.m. - 10 p.m. Saturday 7 a.m. – 10 p.m. No service on Sundays
Annual Revenue Hours	+3363	No Change

West Clearwater Route

Proposed Route 49

This new route has long been requested by the public. Desert Hills Middle School is located in this area and is the only middle school in Kennewick without service at this time. This route is intended to provide service to the school, as well as medical centers in the area, housing, new development, and rental properties that have been targeted for this route. It serves 10th Ave from Columbia Center Blvd to Bob Olson Pkwy and West Clearwater from Ridgeline to Steptoe. The route would operate at a 30-minute frequency on weekdays from 6 a.m. to 8 p.m., with no service on Saturdays or Sundays.

Quick Facts	Value
Vehicles Required	1
Run-time	22 minutes
Frequency	30-minute frequency on weekdays
Service Span	Weekdays from 6 a.m. to 8 p.m.
Annual Revenue Hours	14 hours a day for 255 weekdays ≈ 3600 hours



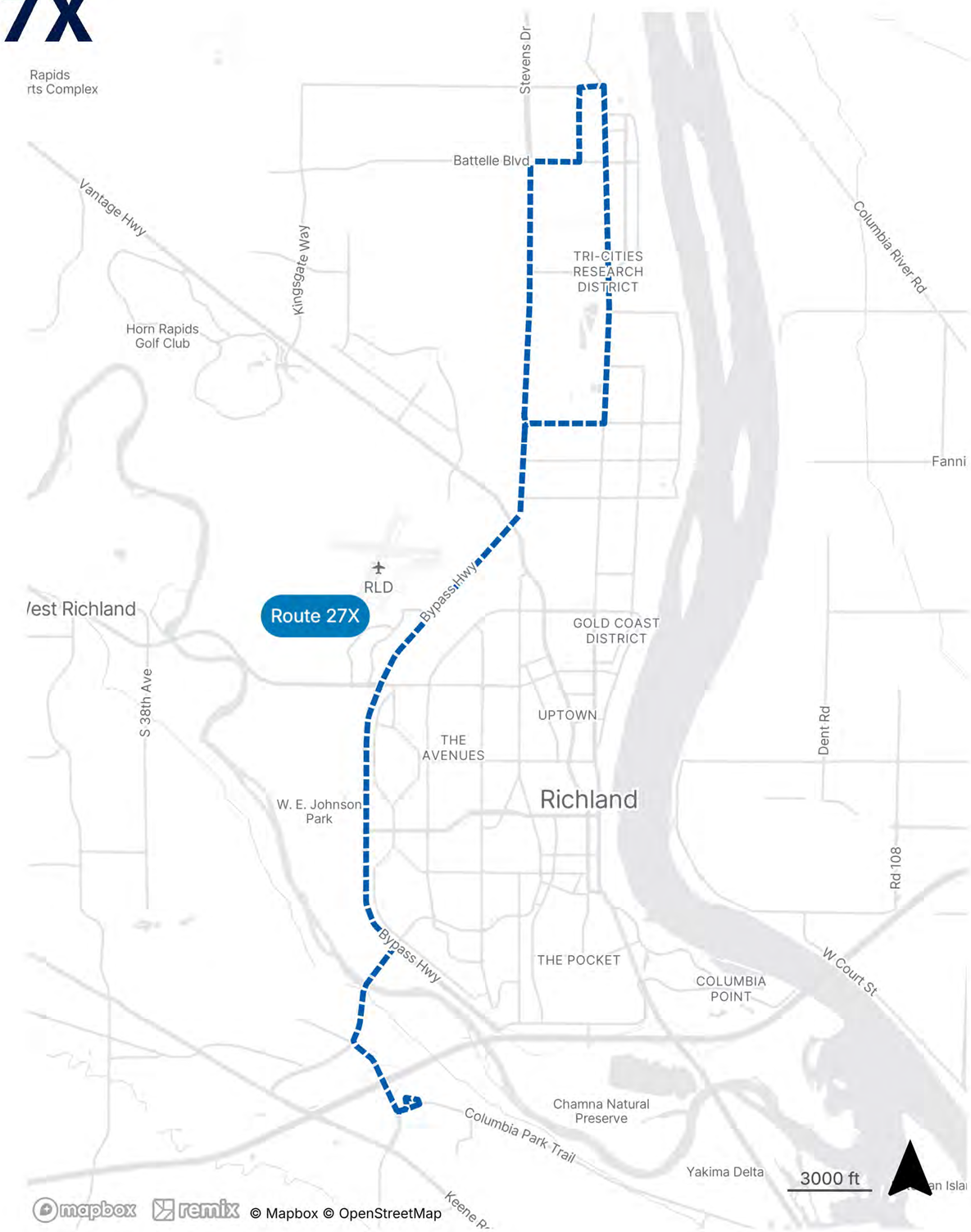
Discontinuation of Route 27X

Express Route 27X was designed to provide a direct connection between Queensgate Transit Center in South Richland and education and employment destinations in North Richland, including Battelle, Hanford High School, and WSU Tri-Cities. Route 27X is a pilot project and was proposed as part of BFT's broader express service improvements. It has been partially funded through WSDOT's Regional Mobility Grant (RMG).

BFT proposes discontinuing Route 27X because observed ridership has been low relative to the service provided. From March through May 2026, the weekday route carried **1,174 passengers** across **3,072 trips**, averaging **18.5 boardings per weekday** and approximately **0.4 passengers per trip**. It carried **1.14 passengers per revenue hour**, the lowest productivity among the routes included in the systemwide review. These results indicate that the current alignment and schedule have attracted limited use, despite the route's goal of providing a direct connection to North Richland destinations.

BFT also plans to **reduce the route from 20-minute to 40-minute frequency during the AM and PM peaks starting in December 2026** and is seeking confirmation from WSDOT before making the change.

The removal of this route will take the newly installed stops at the base of Duportail Bridge out of service beginning in June 2027, while the Short-Range Transit Plan (SRTP) evaluates future service needs in the area. Stop RC426 (Duportail & Birch) will remain available, along with CONNECT service.



Quick Facts about Route 27X:

1,174	0.4	1.14
Spring Passengers	Passengers per Trip	Passengers per Revenue Hours

Minor Service Additions or Removals

BFT is evaluating targeted adjustments to existing routes to better align service with ridership demand, improve connections, and address gaps in service. These changes include adjustments to trip times, frequency, and service spans. Potential reductions on lower-ridership trips could allow service hours to be reallocated to other needs.

Route 1

Extend the weekday partial trips departing at 6:01a.m. and 6:08 a.m. to operate at 5:45a.m. along the full route to improve ridership opportunities. An additional westbound Sunday trip at 6:30 p.m. is also under consideration.

Route 2X

Reduce frequency from every 15 minutes to every 30 minutes and reallocate service hours to provide midday service. Evaluate interlining opportunities and schedule adjustments to align arrivals with timed transfers at both ends of the route.

Route 3

Reduce Saturday frequency from every 15 minutes to every 30 minutes between 7:00a.m. and 9:00 a.m. This adjustment would address low ridership on the eight early-morning trips across both directions.

Route 25

Eliminate the Saturday 6:45 a.m. trip and begin service at 7:15 a.m. The earlier trip carried eight passengers during the three-month study period.

Route 40

Add an eastbound Sunday trip at 6:30 p.m. and an eastbound weekday trip at 8:15 p.m. to expand evening travel options.

Route 42

Add an eastbound Saturday trip at 7:00p.m. to expand evening travel options.

Route 50

Adjust the weekday and Saturday service span to begin at 8:30 a.m. and end around 7:00 p.m. to better align service availability with ridership demand.

Route 240X

Discontinue Saturday service due to low ridership and productivity.



Special Events

In 2026, BFT received WSDOT funding to provide shuttles for the FIFA World Cup games and to build new infrastructure along Burden Blvd. and Homerun Rd. near Gesa Stadium in Pasco. While World Cup ridership was minimal, the improvements added a bus pad for wheelchair access along Burden Blvd. and at the Pasco Sporting Complex, one of the busiest stops for the Benton Franklin Fair and Rodeo service, that will serve riders for years to come.

BFT also provided additional service for the City of Kennewick's 25th anniversary of the September 11th event. At the Prosser Balloon Rally's Night Glow event, ridership nearly tripled from last year's first-ever service. Based on comments from last year's event, BFT used the deadhead trip from Richland to provide shuttles from the Tri-Cities. Nearly 100 people used them to travel to Prosser for the event. Annual ridership also continues to grow for Art in the Park and the Benton Franklin County Fair.

BFT Planning staff recommend setting aside 2,500 revenue hours to accommodate the continuation of current special events and potential adjustments for the growing ridership demand, which may include service to additional park-and-ride locations and frequency improvements for the Fair.

2,500 Proposed Revenue Hours
Supporting Special Events Services

Events	Service Type	City
Ironman 70.3	Additional Service	Richland
Water Follies	CONNECT	Kennewick
Fair Parade	Parade	Kennewick
Kennewick Christmas Parade	Parade	Kennewick
Cinco de Mayo Parade	Parade	Pasco
Richland Lighted Christmas Parade	Parade	Richland
Veteran's Day Parade	Parade	West Richland
Sausage Fest	Route Emphasis	Richland
Benton Franklin Fair & Rodeo	Shuttle Service	Kennewick
9/11 25th Anniversary	Shuttle Service	Kennewick
Cinco de Mayo Shuttle Service	Shuttle Service	Pasco
FIFA World Cup Games	Shuttle Service	Pasco
Cable Bridge Run	Shuttle Service	Pasco
Prosser Balloon Rally - Night Glow	Shuttle Service	Prosser
Art in the Park	Shuttle Service	Richland



Bus Stops & Amenities Program

2026 Progress

In 2026, BFT continued making significant investments in bus stop accessibility and passenger amenities throughout the system. By year-end, the agency is on track to bring an additional 85 bus stops into ADA compliance, install seating at more than 60 additional stops, and install new shelters at more than 10 locations. These improvements represent continued progress toward providing riders with a more comfortable, accessible, and convenient waiting environment.



BFT also focused on building the foundation for future bus stop improvements. New Bus Stop Design Guidelines were developed to establish consistent standards for accessibility, placement, design, and amenities, with completion planned for late 2026. A comprehensive systemwide bus stop inventory is also underway in Q4 2026, providing updated information on stop conditions, accessibility, amenities, and infrastructure needs, helping guide future investments and establish priorities for improvements.



Bus Stops & Amenities Program

2027 Priorities & Future Improvements

In 2027, BFT aims to bring an additional 50 bus stops into ADA compliance, install seating at 35 additional stops, and add shelters at 10 locations. The agency will also pursue property use agreements at high-ridership stops where limited public right-of-way constrains improvements. These agreements will create additional opportunities to provide accessible boarding areas, shelters, seating, and other amenities at locations where improvements would otherwise be difficult to accommodate.

BFT will also advance planning and design for the Frequent Service Corridor (FSC) project, a multiyear initiative to comprehensively upgrade bus stops along Routes 1, 2X, and 3 with enhanced, corridor-specific passenger amenities. Design and construction work will be phased, with Route 2x scheduled for completion in 2028 and Routes 1 and 3 extending into 2029.

Another major initiative will be the systemwide bus stop signage replacement project. Design and manufacturing are planned for 2027, with implementation coordinated with the June 2028 ASP. The project will improve the consistency, visibility, accessibility, and usefulness of information provided at bus stops throughout the system.

In addition, BFT intends to secure a new shelter and amenities contract, emphasizing shelter designs that provide improved protection from sun, wind, rain, and other weather conditions. The contract may also expand the range of seating options and complementary amenities available to support continued improvements across the system.





CONNECT



119,055 Total Boardings

3% of Total System Ridership

4% of Fixed Route Ridership

CONNECT provides on-demand, app-based microtransit service within designated zones of BFT's service area. In 2025, CONNECT had 119,055 boardings, making up 3% of total system ridership and 4% of total fixed route ridership. The service has proven popular with riders and has filled mobility gaps in parts of the region.

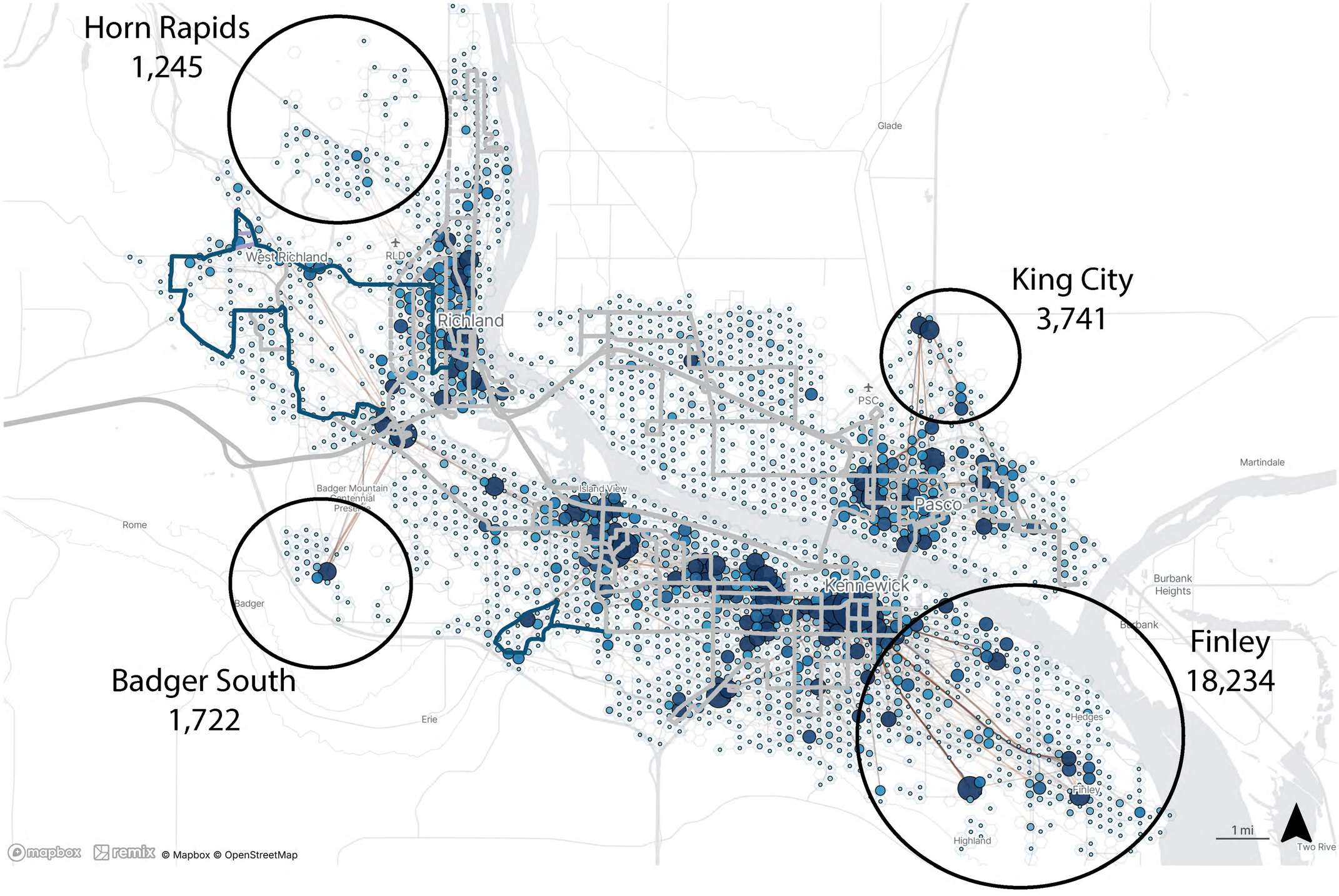
CONNECT ridership data and trends also play an important role in BFT's fixed-route planning process. Trip patterns show where demand exists in areas not directly served by fixed route, allowing staff to gauge whether demand in those areas may grow enough to support fixed-route service in the future.

CONNECT is currently operated under contract with Via Transportation, Inc. Under this agreement, Via provides vehicles, operators, and the booking and dispatch platform, and BFT is responsible for service design, fare policy, oversight, and performance monitoring for 2027, BFT does not recommend major changes to CONNECT. Instead, the service will be a focus of the upcoming Short Range Transit Plan (SRTP), which will evaluate how CONNECT fits within the broader network. Through the SRTP, BFT expects to redesign how CONNECT operates to reduce competition with fixed routes and use resources more effectively. This would focus CONNECT on areas that fixed routes cannot serve efficiently. BFT sees the Horn Rapids area, Badger Mountain South, Finley, the King City industrial area, and lower density areas throughout the PTBA as prime examples of where CONNECT works best.

In the meantime, BFT will continue working to improve CONNECT's reliability and accessibility, including increasing the number of wheelchair accessible vehicles (WAVs) in service to reduce wait times for customers using mobility devices. Additional WAVs were introduced during the summer of 2026 to support these efforts. The SRTP will also evaluate the potential to operate CONNECT in-house and co-mingle it with BFT's directly operated Dial-A-Ride ADA paratransit service, which could improve vehicle utilization and create a more seamless demand-response system for riders.

CONNECT

High Ridership Areas



Dial-A-Ride

In September 2026, BFT transitioned from Trapeze to RideCo for Dial-A-Ride (DAR) to make booking easier and help provide more reliable service. The new system allows staff to adjust vehicle schedules and trip assignments as conditions change throughout the day. Tools such as the Solver, Configuration Optimizer, and Instant Assign can support faster confirmation of next-day trips, better use of available vehicles, and schedule adjustments that minimize disruptions for riders.

For riders, online booking offers a more convenient way to request trips. RideCo also creates opportunities to offer same-day rides in the future, giving riders more flexibility when appointments change or unexpected travel needs arise. BFT will work with Operations to assess staffing, vehicle availability, and scheduling capacity before determining when same-day service could become available.



RideCo's performance dashboard and reporting tools will help staff monitor on-time pickups, time spent on board, and trips that are denied, missed, or cancelled. Reviewing these measures alongside rider feedback will help BFT understand whether the transition is making a difference and identify where further improvements are needed.

Alongside the RideCo transition, BFT has engaged Transpo Group to develop a Paratransit Strategic Management Plan. The plan will review DAR policies and how they are communicated so riders can more easily understand eligibility, reservations, pickup windows, cancellations, subscription trips, reasonable modifications, personal care attendants, service animals, and luggage requirements. It will also consider customer feedback, travel patterns, and future demand to identify practical ways to improve service.

Together, these efforts will help BFT provide more reliable trips, clearer information, and easier booking while preparing for growing demand, including travel needs beyond the ADA-required service area, which generally extends three-quarters of a mile from fixed routes.





Rideshare

BFT's Rideshare program provides a flexible commuting option for employees throughout the region, particularly those whose work locations or schedules are difficult to serve through fixed-route transit. Groups commute together in a BFT-owned van and arrange pickup locations, drop-off locations, and schedules around their needs. Riders pay a monthly fare that supports vehicle operating costs, including fuel, insurance, and maintenance. Sharing these costs helps participants reduce their commuting expenses and wear on their personal vehicles.

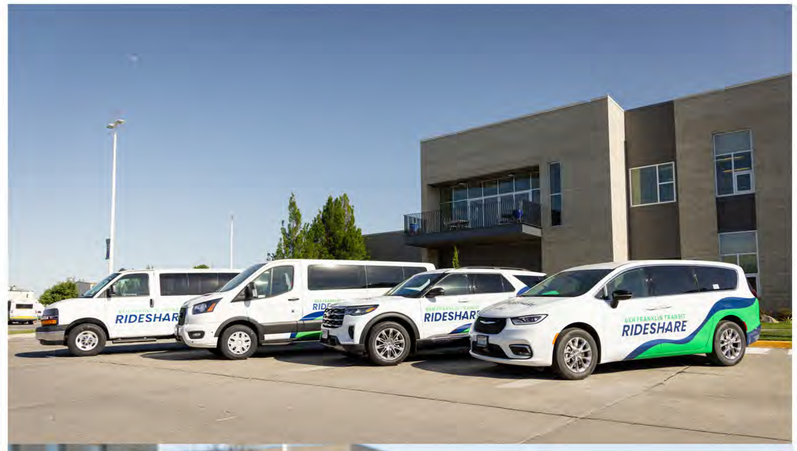
The program currently has 203 vehicles, with 151 in active customer use, serving more than 1,100 participants. Approximately 100 vehicles serve employees commuting to the Hanford site, while another 35 serve Washington State Department of Corrections.

For 2027, BFT aims to place an additional 20–30 vehicles into use, bringing the active fleet to approximately 170–180 vehicles. Expanding participation would allow the program to reach more employees and employers beyond its current customer base. Building on previous employer outreach, staff will seek partnerships to identify commuting needs, introduce potential participants to the program, and help establish new groups. This work will also support the long-range recommendation to explore Rideshare enhancements through travel demand analysis, alternative operating models, and practices used by other agencies.

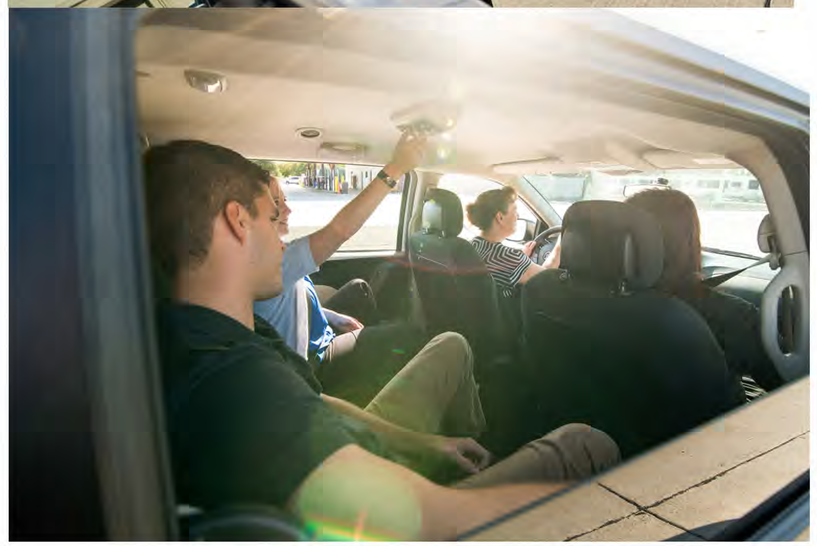
BFT is also considering changes to the Rideshare fare structure, which has not undergone a comprehensive revision in more than 20 years. Recommendations from the Comprehensive Fare Study were approved by the Board in December 2023, but implementation was subsequently deferred. Future review will consider how clearly defined fare zones could make pricing easier to understand and administer while supporting program operating costs. Any proposed changes would require further analysis and Board direction. If the Board requests an evaluation of fare-free service, staff would also examine its potential effects on participation, funding needs, and service delivery.

As Rideshare has BFT's largest vehicle fleet among its service modes, the program's growth also creates a need to evaluate dedicated space for vehicle storage and program support. BFT is considering acquiring property for an off-site Rideshare facility, with potential investments to be addressed through the Capital Improvement Plan.

To support these efforts, BFT will explore available WSDOT funding opportunities and employer partnerships that could help expand access to affordable commuting. The focus for 2027 will be on increasing participation, improving the clarity of fares, and planning the facilities and safety investments needed to support a growing program.







Future Initiatives and Opportunities

In addition to systemwide service improvements, BFT is currently engaged in and/or planning additional initiatives to help guide the future of transit services in the region. Current and upcoming initiatives identified in the ASP align with BFT's 2026-2032 Transit Development Plan.

Short-Range Transit Plan Outlook

The Short-Range Transit Plan (SRTP) will be BFT's 1–5 year service, operational, and financial strategy, sitting directly between the agency's 20-year Long-Range Transit Plan (LRTP, 2026–2045) and the Annual Service Plan (ASP) in BFT's planning hierarchy. Rather than setting a new strategic direction, the SRTP will translate the LRTP's priorities including: Getting the Service Right, Making Every Dollar Count, and Working Better Together into a concrete, route-level plan covering 2027–2031. It identifies specific service changes (alignments, frequencies, headways, and span of service), the headcount and vehicle resources needed to deliver them by phase, and the capital investments required to support them. Once adopted, the SRTP is intended to be folded into BFT's annual Transit Development Plan (TDP) as a dedicated section or appendix, and it is expected to be updated annually or biennially depending on how quickly the service network changes.







Long-Range Transit Plan Progress



BFT's Long-Range Transit Plan (LRTP) 2026-2045 was adopted by the BFT Board of Directors in February 2026. The LRTP identified 43 short-range recommendations, to be advanced over the first five years (2026-2030). They fall under three themes: Rider Experience, BFT Organizational Improvement, and Local, Regional, and State Partnerships. As of October 2026, work is under way on over half of the recommendations scheduled for 2026, and one is complete.

Rider Experience:

Several rider-facing improvements are moving forward at once. A real-time information pilot, a review of fares, and a new mobile fare payment option are all in progress. The Frequent Service Corridor improvements study is under way, and the 22nd Avenue Transit Center renovation is in design. Expanded service in West Richland is planned for 2027.

Organizational Improvement:

The Transit Asset Management Plan is complete. Work is in progress on service standards, updated bus stop guidelines, the 2-5 year service plan, the Public Involvement Plan update, and operator refresher training. The Huntington regional training site recommendation was removed from the plan.

Partnership:

Quarterly coordination with neighboring transit agencies continues, and BFT is developing employer outreach materials and exploring transit wayfinding within regional wayfinding programs.

Looking ahead, the remaining recommendations will begin as the in-progress items wrap up and as capacity and funding allow. The Short-Range Transit Plan (SRTP) will also continue these efforts.

Frequent Service Corridors

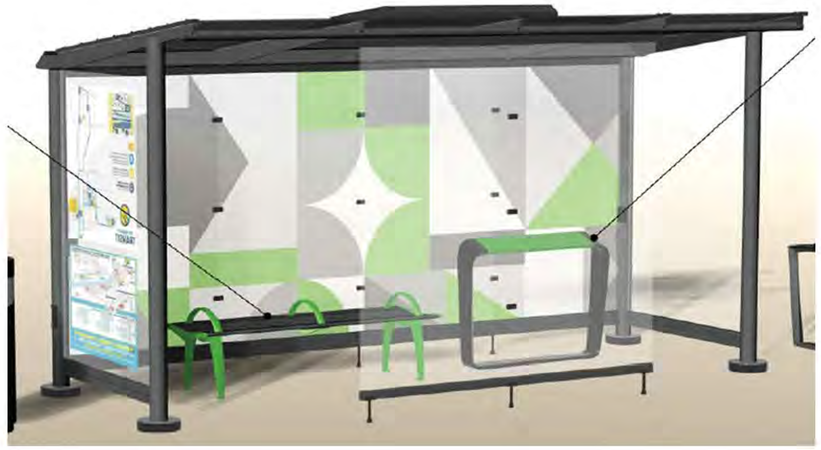
Planning & Implementation

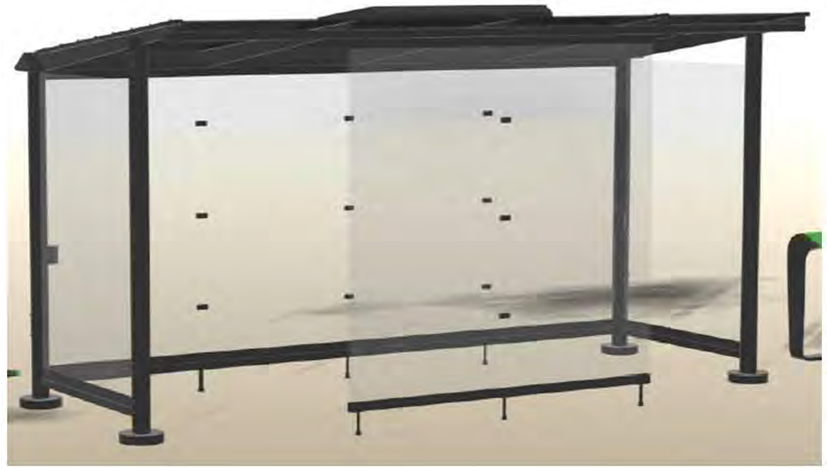
BFT has a long-standing commitment to considering public feedback when changing routes and introducing services. Engagement extends beyond the 30-day public comment periods and open houses held for ASP and Transit Development Plan (TDP). Throughout the year, Planning staff review rider comments and work with Customer Service to understand recurring concerns and requests.

BFT uses TrackIt to record comments received by Customer Service and direct them to the appropriate departments for review. Comments about route alignments, schedules, connections, and potential new service provide Planning staff with information that can inform future proposals. BFT is developing a tool that uses keywords to identify planning-related comments, making it easier to review recurring themes and follow up on relevant feedback.

The Transit app provides another source of information about rider interests and experiences. BFT's Marketing team monitors feedback collected through the app, while the Planning team is developing the Transit Engagement Intelligence Dashboard using its backend data. The dashboard shows how often users view nearby routes, request more information, and review trip suggestions. It also presents origin and destination (OD) data from trip planning activity to help staff understand where users are seeking transit connections. Comparing these patterns by route and over time can identify questions for further investigation. BFT will continue to explore how the app's survey features and usage data can inform service planning.

FSC Routes | **Route 1** | **Route 2X** | **Route 3**





2026-2027
Design

2028
Construction Begins

Economic Impacts of BFT on the Regional growth

BFT is also working on a separate study to measure its economic impact across the Tri-Cities, Benton City, and Prosser. The study will use quantifiable data to show how public transit contributes to the regional economy. It will examine BFT's employment, payroll, and capital investments, as well as how transit helps residents reach jobs, healthcare, education, and local businesses. It will also consider potential savings for riders and the broader community, such as reduced transportation costs, congestion, and emissions. The findings will help BFT explain the value of public transit to residents and support future decisions about where service and capital investments can have the greatest benefit.

They will also be incorporated into BFT's Long-Range Transit Plan (LRTP) and Short-Range Transit Plan (SRTP) to help the agency better plan for the economic realities of its service area, including residents' transportation costs, access to employment, and the needs of local businesses. As BFT strengthens its relationships with jurisdictions across the PTBA, the findings will help identify opportunities to expand transit positive economic impact in the communities it serves.







BFT Climate Action Plan

BFT will review its 2022 Climate Action Plan (CAP) to determine whether to continue maintaining it as a separate plan or incorporate its goals and performance measures into other agency planning documents, including the LRTP, and SRTP, and a future Alternative Fuels Plan. The review will consider the plan's usefulness, the staff resources needed to keep it current, and how it supports decisions about fleet investments, facilities, and service.

This evaluation will account for changes since 2022, including progress with electric buses, service changes, CONNECT, and projects in BFT's current Capital Improvement Program. BFT will also review applicable state and federal climate and emissions requirements, including whether any provisions of the Healthy Environment for All (HEAL) Act apply to the agency. Environmental justice considerations and approaches used by peer transit agencies will help inform the review.

If BFT decides to retain the CAP, an update would revisit its emissions inventory, reduction timeline, goals, and performance measures. If these elements are incorporated into other plans, BFT would identify how to track progress and communicate results. Either approach should provide a practical basis for reducing emissions and considering how environmental benefits reach communities across the service area.



Improve Community Engagement and BFT Public Involvement Plan

BFT has a long-standing commitment to considering public feedback when changing routes and introducing services. Engagement extends beyond the 30-day public comment periods and open houses held for ASP and Transit Development Plan (TDP). Throughout the year, Planning staff review rider comments and work with Customer Service to understand recurring concerns and requests.

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Future Initiatives

BFT also plans to enhance its Public Involvement Plan to guide how it gathers, reviews, and uses public feedback. The plan could include focused discussions with riders and community groups, continued coordination with local jurisdictions, and outreach at community events. These activities would create more opportunities to hear from people affected by service decisions, respond to their needs, and increase awareness of public transit as a sustainable transportation option.

ATP: Run-time Analysis and Improved Punctuality

Running times and punctuality are important factors in transit service performance. Accurate running times and adequate layover periods support efficient, operationally feasible schedules, while realistic scheduled times at stops help buses stay on time and provide reliable service for riders.

Following a transition in 2022 to HASTUS for scheduling, BFT is working with CSched to analyze automatic vehicle location (AVL) data using the newly acquired HASTUS ATP module. This analysis will help staff understand actual running times, identify recurring delays, and determine where schedule adjustments could improve On-Time Performance (OTP).

BFT's current OTP standard for fixed-route service is 90%, and systemwide departure OTP is 86.8%. However, some routes and trips perform substantially below the system average and BFT's standard. The analysis will help staff identify these problem areas and evaluate changes to running times, scheduled stop times, and recovery periods. These adjustments are intended to improve punctuality and reliability while making more efficient use of available resources.









Joint Planning Advisory Committee

BFT is working to reestablish the Joint Planning Advisory Committee (J-PAC) to bring operators' firsthand experience into route and schedule planning. Operators see how traffic, construction, passenger boarding, mobility device securement, and transfer needs affect service each day. Their feedback can help Planning and Operations identify where running times, layover periods, or route alignments need adjustment to support safe and reliable service.

The proposed format includes meetings every two months, with approximately four routes reviewed at each meeting. One operator who regularly drives each selected route would participate to share concerns and suggest improvements. The first meeting is tentatively planned for late October 2026, with the committee's structure and procedures still being finalized.

BFT also plans to establish a formal channel for operators to submit concerns to Planning and Operations for review through J-PAC. This will provide a consistent way to raise issues, including recurring delays and difficult connections.

In 2027, J-PAC is intended to support ongoing review of existing service and strengthen communication among Operators, Planning, and Operations. The goal is to develop realistic, achievable schedules that meet riders' needs and help operators deliver dependable service

Transit Oriented Development (TOD) Proposal

Transit-Oriented Development (TOD) is a land use approach that places homes, jobs, shops, and services within easy walking distance of frequent transit. TOD typically features a mix of uses at higher densities than surrounding areas, with safe, comfortable streets for walking and biking. As the Tri-Cities continues to grow, development near frequent, reliable transit gives residents more ways to reach daily destinations without relying on a car for every trip, and helps the community get the most from its investment in public transit.

BFT does not currently have a formal TOD program. However, BFT sees value in establishing one and, with support from the Board and regional partners, will look to develop a TOD program in 2027. In the meantime, BFT will work with local jurisdictions across the PTBA and the Benton-Franklin Council of Governments (BFCOG) to encourage higher-density, mixed-use development around transit centers, at key bus stops, and along corridors with frequent, reliable service, including the FSC network on Routes 1, 2X, and 3. This supports the coordinated planning for housing, transportation, and growth called for in Washington's Growth Management Act.

Cities and counties guide land use and approve development, so BFT's role is that of a partner. BFT can share where service is strongest and where it is likely to grow. It can take part in comprehensive plan updates, subarea plans, and development review, and help connect transit with walking and biking improvements. Over time, BFT hopes this coordination will lead to communities where living near transit is an attractive, practical choice, and where land use and transit service strengthen each other.





Framework & Major Service Changes

2027 Title VI Service Equity Analysis

As a direct recipient of federal funding through the Federal Transit Administration (FTA), BFT is committed to delivering its programs and services equitably, in accordance with Title VI of the Civil Rights Act of 1964 and related federal requirements. This commitment includes operating without discrimination based on race, color, or national origin.

BFT conducts a Title VI Service Equity Analysis whenever proposed modifications to the fixed-route network meet the definition of a major service change. Under the major service change policy applied in this analysis, a major service change is defined as an adjustment to an individual route that increases or reduces route revenue miles or revenue hours by more than 20%.

The service equity analysis evaluates whether proposed changes would result in a disparate impact on minority populations or a disproportionate burden on low-income populations. These evaluations apply BFT's adopted policies and thresholds to assess the distribution of service benefits and adverse effects. Identifying a major service change determines whether an equity analysis is required; it does not, by itself, establish a disparate impact or disproportionate burden.

BFT compared existing and proposed revenue hours and revenue miles for each affected route to identify changes exceeding the major service change threshold. Percentage changes were calculated by subtracting existing service from proposed service, dividing the difference by existing service, and multiplying by 100. Positive values indicate increases, and negative values indicate reductions. For new Route 49, route-level percentage changes are not applicable because there is no existing service baseline. Instead, its proposed revenue hours and revenue miles were expressed as percentages of the corresponding system totals before any service changes.

Based on the data, Route 10 exceeds the threshold with a 59.4% increase in revenue hours and a 50.2% increase in revenue miles. Route 2X exceeds the threshold with a 20.2% increase in revenue hours, while Route 50 exceeds the threshold with a 23.3% reduction in revenue hours. Route 49 is included in the equity analysis as a new service addition. Route 240X falls below the stated route wide threshold, so it was excluded from the disparate impact and disproportionate burden analysis.

Route	Revenue hours before	Revenue hours after	Hour change	Hour change (%)	Revenue miles before	Revenue miles after	Mile change	Mile change (%)
Route 10	5,666	9,029	3,363	59.40%	115,194	173,071	57,877	50.20%
Route 2X	7,489	9,000	1,511	20.20%	196,709	163,924	−32,785	−16.7%
Route 240X	4,190	3,523	−667	−15.9%	101,175	84,293	−16,882	−16.7%
Route 49	0	3,600	3,600	1.48%	0	69,818	69,818	1.70%
Route 50	4,154	3,188	−966	−23.3%	52,689	42,475	−10,214	−19.4%
System Total	244,023	244,375	352	0.10%	4,107,562	4,180,635	73,073	1.80%

Distribution of Proposed Services Changes

Service Changes (Benefits & Burdens)

Low-income and Minority people-trips changes for identified service

Route	People-trips change	Low-income people-trips change	Minority people-trips change	Low-income share of change	Minority share of change
Route 10	23,629,755	1,497,336	8,256,505	6.30%	34.90%
Route 2X	–12,357,300	–2,960,320	–8,032,500	24.00%	65.00%
Route 49	66,487,680	7,762,899	16,600,500	11.70%	25.00%
Route 50	–15,684,960	–944,778	–3,235,720	6.00%	20.60%

Distribution of service benefits and burdens

Changes that expand coverage or increase service opportunities are classified as benefits, while changes that reduce service opportunities are classified as burdens. Mixed changes are identified so that net totals do not obscure losses affecting existing riders.

Classification of major service changes

Route	Proposed change	Classification	Annual people-trips change
Route 10	Extend service farther into West Richland.	Net coverage benefit; examine reductions affecting existing riders.	+23,629,755
Route 2X	Reduce frequency from 15 to 30 minutes and add midday service.	Net burden from fewer annual trips; midday availability is a benefit.	–12,357,300
Route 49	Introduce service along West Clearwater.	Benefit from new service and expanded coverage.	+66,487,680
Route 50	Remove early-morning and evening service.	Burden from a shorter service span.	–15,684,960

Minority and Low-Income Distribution

Equity Screening Results

For benefits, the analysis evaluates whether these populations receive a smaller share of additional service opportunities. For burdens, it evaluates whether they bear a larger share of lost service opportunities. The tables below apply a 20-percentage-point difference from the area average. Negative differences indicate shares below the average; positive differences indicate shares above them.

Minority distribution and disparate impact screening

Route	Net change	Minority share	Area average	Difference in points	Adverse threshold reached
Route 10	Benefit	34.94%	44.03%	–9.09	No
Route 2X	Burden	65.00%	44.03%	+20.97	Yes — potential disparate impact
Route 49	Benefit	24.97%	44.03%	–19.06	No
Route 50	Burden	20.63%	44.03%	–23.40	No; share of burden is below average

Low-income distribution and disproportionate burden screening

Route	Net change	Minority share	Area average	Difference in points	Adverse threshold reached
Route 10	Benefit	6.34%	11.48%	–5.14	No
Route 2X	Burden	23.96%	11.48%	+12.48	No
Route 49	Benefit	11.68%	11.48%	+0.20	No
Route 50	Burden	6.02%	11.48%	–5.45	No

Interpretation and Next Steps

Route Level Findings

Route 10 West Richland extension

The proposed Route 10 extension produces a net increase of approximately 23.6 million annual people-trips. Minority populations receive approximately 34.94% of the net benefit, compared with 44.03% of the service-area population. Low-income populations receive approximately 6.34% of the net benefit, compared with 11.48% of the service-area population. Neither difference reaches the 20-percentage-point adverse threshold applied in this analysis.
The extension responds to longstanding community requests and would improve access to residential developments, schools, shopping, and other destinations in West Richland.

Route 49 new West Clearwater service

Proposed Route 49 produces an increase of approximately 66.5 million annual people-trips. Minority populations receive approximately 24.97% of the benefit, which is 19.06 percentage points below the service-area average. Low-income populations receive approximately 11.68% of the benefit, slightly above the service-area average. Neither difference reaches the adverse threshold applied in BFT analysis.
The route would improve access to destinations along the West Clearwater corridor in Kennewick, including Desert Hills Middle School, medical facilities, and residential developments. Although the minority benefit share does not reach the threshold, several destinations along the corridor, including Kadlec Clinic and Three Rivers Therapy, serve low-income and minority populations. BFT included these communities' voices and considered their needs throughout the planning process.

Route 2X frequency reduction and midday service

The proposed Route 2X change reduces annual scheduled trips from 15,300 to 12,750, resulting in a net reduction of approximately 12.4 million people-trips. Minority populations bear approximately 65.00% of this net burden, exceeding the service-area average by 20.97 percentage points. This reaches the route-level threshold for a potential disparate impact under the calculation applied here. Low-income populations bear approximately 23.96% of the net burden, exceeding the service-area average by 12.48 percentage points. This indicates an uneven distribution of the reduction but does not reach the 20-percentage-point disproportionate burden threshold.
The proposed change is intended to reallocate service from higher frequency during existing operating periods to midday availability, including access to the airport. Route data indicate that Route 2X's 15-minute frequency is not supported by sufficient ridership. With only 3.3 passengers per revenue hour, 1.9 passengers per trip, and a cost of $23 per passenger, it is one of BFT's least productive routes. BFT must use its resources efficiently and allocate service where it is most needed. Adding midday service would better align Route 2X with airport flight schedules, provide public transit access for midday flight passengers, and maintain a faster travel option between Pasco and Richland. Other services between Pasco and Richland remain available, including Route 225, which operates every 30 minutes, and Route 1, which operates every 15 minutes.

Route 50 service span reduction

The proposed Route 50 change reduces annual scheduled trips from 16,920 to 13,640, resulting in a reduction of approximately 15.7 million people-trips. Minority populations bear approximately 20.63% of the burden, while low-income populations bear approximately 6.02%. Both shares are below their respective service-area averages. Accordingly, neither adverse threshold is reached under the calculation applied. The proposed service span reduction is informed by ridership analysis and is intended to improve route productivity by eliminating trips with low ridership. Route 123 operates over a longer service span and overlaps portions of Route 50, particularly in areas with greater transportation needs, providing an alternative for some passengers during the hours proposed for removal.

Resource Planning

Budget Impacts

The 2027 ASP proposes a relatively flat increase in service. Rather than adding significant new resources, the plan removes unproductive service and redistributes those hours where they will be used more effectively. Reductions include discontinuing Route 27X, ending Saturday service on Route 240X, and trimming low-ridership trips on Routes 3, 25, and 50. These hours are reinvested in new and higher-demand service, including Route 49 in West Clearwater, the Route 10 extension into West Richland, midday service on Route 2X, and added trips on Routes 1, 40, and 42.

BFT anticipates that the 2027 ASP will have little impact on increasing the budget. Looking ahead, BFT will take a close look at its services through the SRTP and determine what opportunities exist for future service expansion.

Revenue Hours

247,052

The proposed changes total approximately 247,052 annual revenue hours (247,115 in the 2027 implementation year). This includes 2,500 hours set aside for tripper and special event service, consistent with the 2026 ASP.

Vehicles

No Changes

Routes 49 and 10 each require one additional peak vehicle. Discontinuing Route 27X frees two vehicles, offsetting this need. The Route 2X frequency change is expected to reduce peak vehicle needs further, pending final schedules.

Total Operators

175

The 2027 ASP is expected to require 2 additional operators, for an estimated total of 175 operators. BFT will continue working to reach needed staffing levels in Fixed Route and DAR to ensure service is met and the

Appendix A: System-Wide Analysis

The analysis uses fare, computer-aided dispatch/automatic vehicle location (CAD/AVL), and automatic passenger counter (APC) data from March, April, and May 2026. It examines boardings, productivity, passenger loads, on-time performance, trips, and revenue miles by route and service day. These measures help identify each route's strengths and areas for further review and improvement.

System Performance Summary

Ridership:

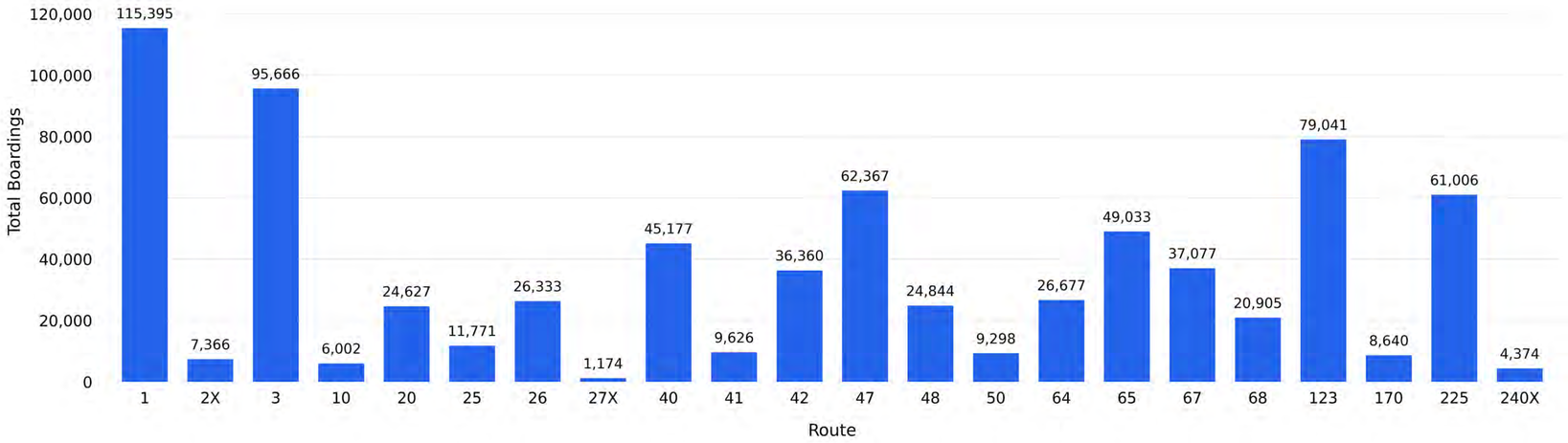
Looking at the total Spring ridership, Route 1 had the highest ridership, with 115,395 boardings. It was followed by Route 3 with 95,666 boardings, Route 123 with 79,041, Route 47 with 62,367, Route 225 with 61,006, and Route 65 with 49,033 boardings. These routes carried the largest number of passengers during the season, which indicates the importance of maintaining their service and ensuring that they continue to support this level of demand.

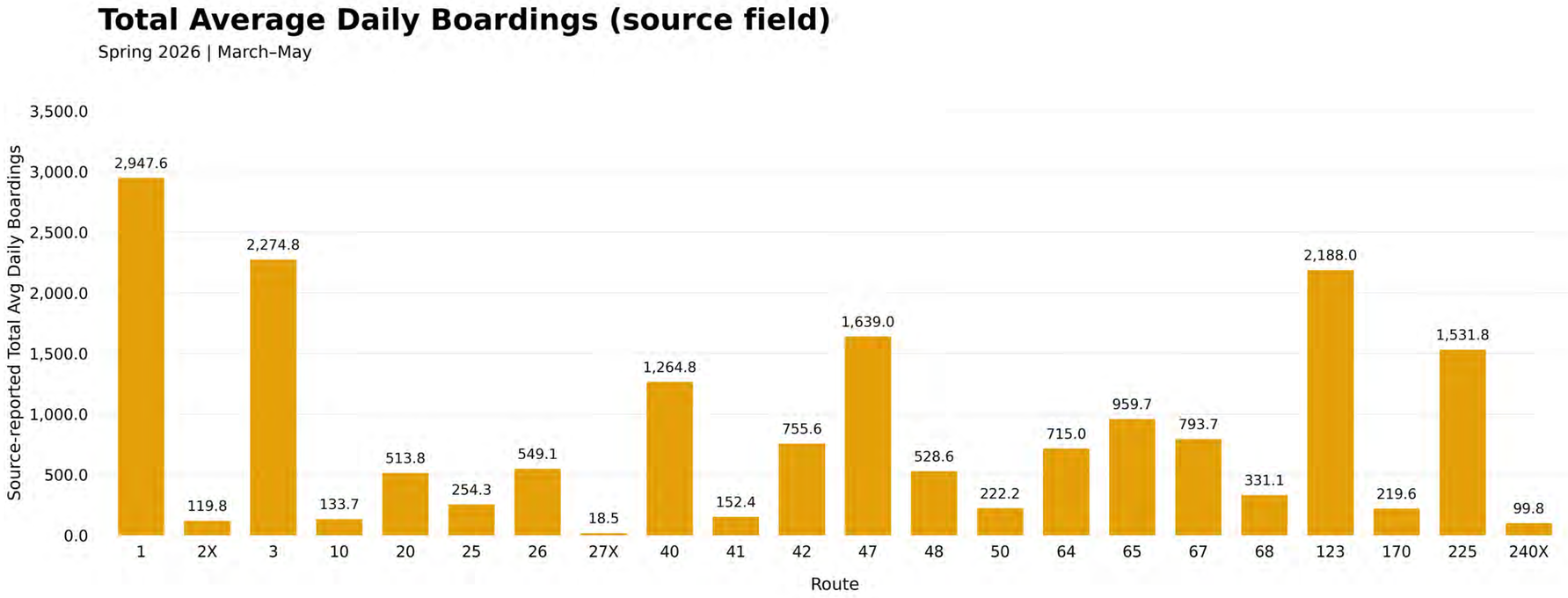
Routes 40 (45,177 boardings), 67 (37,077), and 42 (36,360) also showed relatively strong total ridership. Although their total ridership was lower than the six highest-ridership routes, they still represent an important portion of the system's overall demand.

Looking at the routes with lower total ridership, Routes 2X, 10, 27X, 50, 170, and 240X had fewer than 10,000 Spring boardings. Route 27X had the lowest total ridership, with only 1,174 boardings, followed by Route 240X with 4,374 and Route 10 with 6,002 boardings. However, total ridership should not be considered by itself; a route with lower ridership may still operate efficiently if it requires relatively few revenue hours or serves a specific travel market or considering Title VI and the population it serves.

Total Spring Boardings

Spring 2026 | March–May

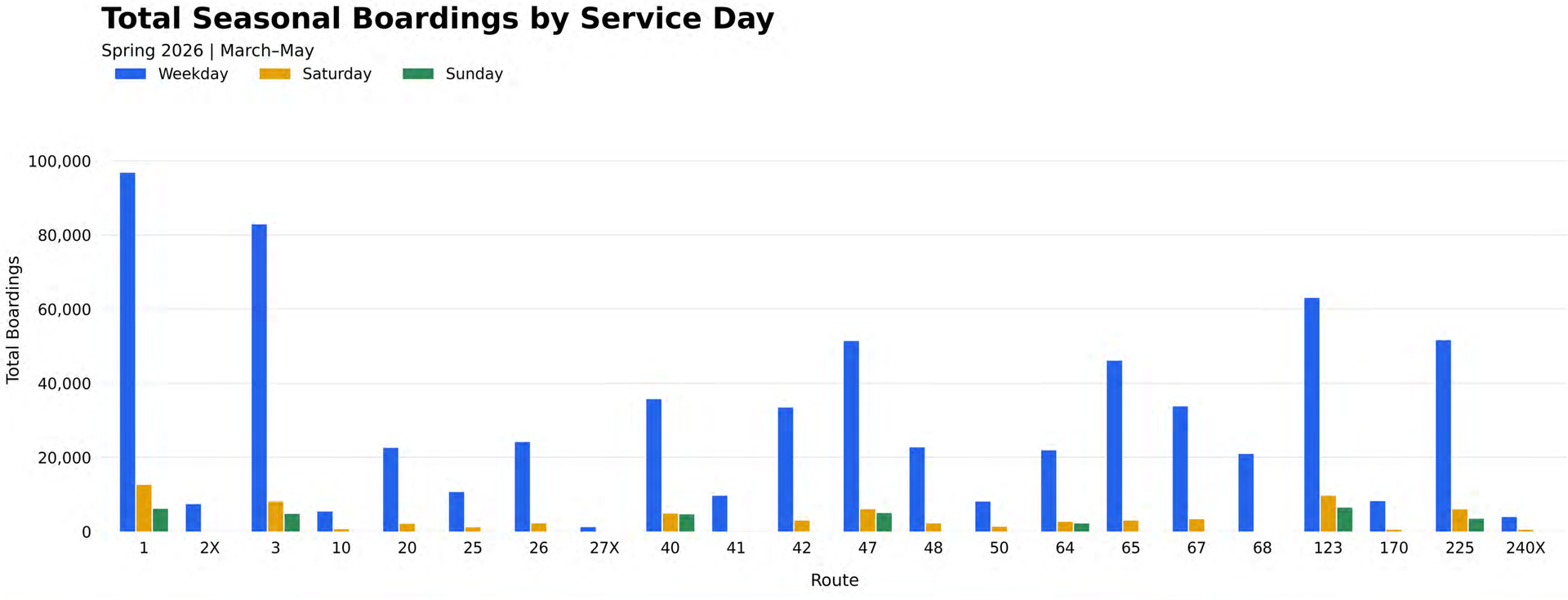


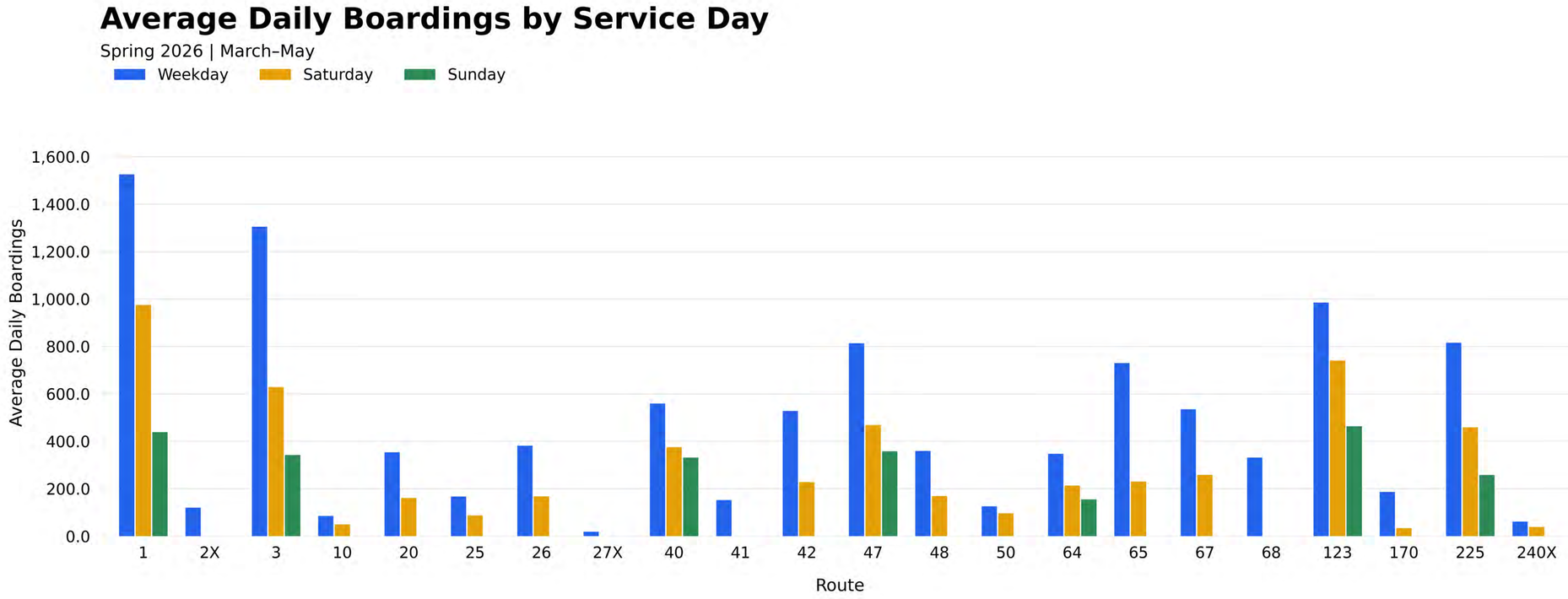


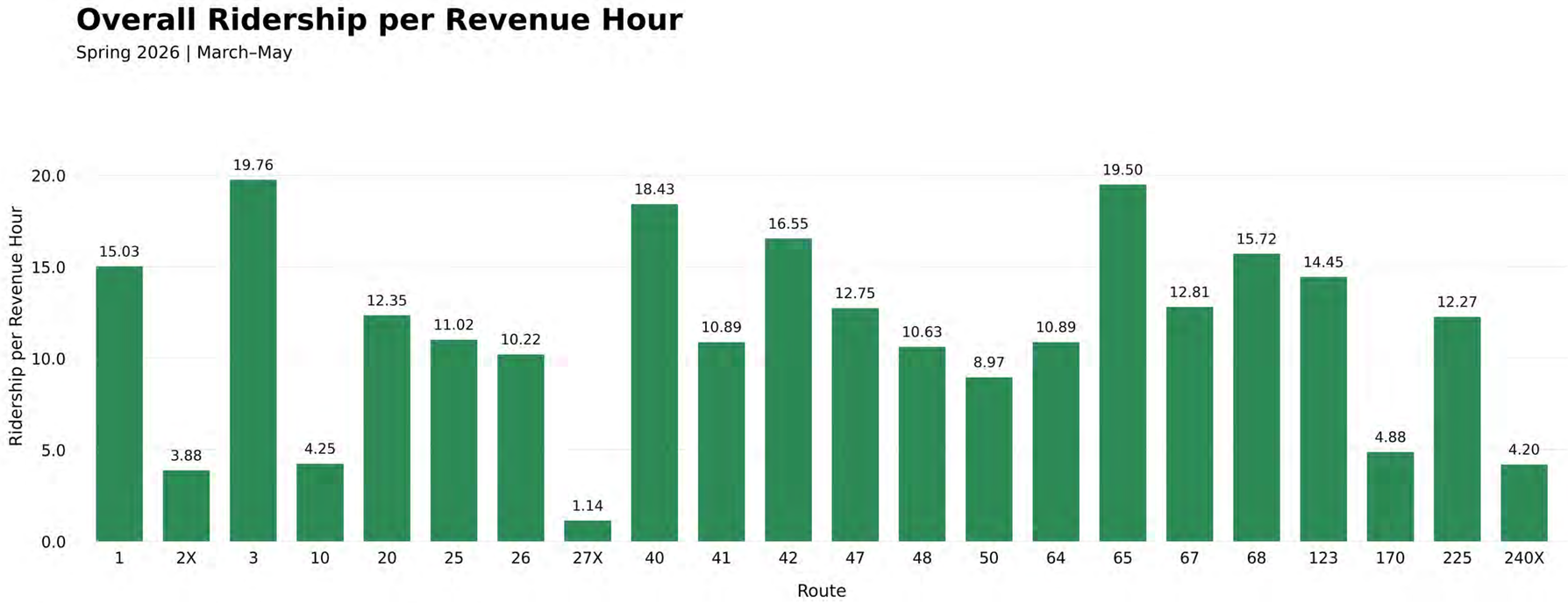
Looking at a more detailed analysis based on the service-day category, Route 1 had the highest weekday ridership, with 96,721 boardings. It was followed by Route 3 with 82,837 and Route 123 with 62,988 weekday boardings. Route 225 had 51,588 weekday boardings, Route 47 had 51,366, and Route 65 had 46,080, making them the six routes with the highest weekday ridership. In contrast, Routes 27X, 240X, 10, and 2X had the lowest weekday ridership. Route 27X had only 1,174 weekday boardings, making its ridership considerably lower than the rest of the system.

For Saturday services, Routes 1, 123, and 3 had the highest total ridership, with 12,581, 9,627, and 8,078 boardings, respectively. They were followed by Route 47 with 6,002 and Route 225 with 5,958 boardings. Routes 65 and 42, despite having relatively high weekday ridership, each had approximately 2,900 total Saturday boardings. Route 65 carried an average of approximately 230 passengers per Saturday, while Route 42 carried approximately 228. Routes 10, 240X, and 170 had the lowest average Saturday ridership, with approximately 49, 38, and 33 passengers per day, respectively. This suggests that their Saturday services should be reviewed more closely while also considering their coverage, equity, and community roles.

For Sunday services, Route 123 had the highest average daily ridership, with approximately 463 passengers. It was followed by Route 1 with approximately 439 passengers and Route 47 with approximately 358 passengers. Routes 3 and 40 carried approximately 342 and 331 passengers per Sunday, respectively, while Route 225 carried approximately 258. Route 64 had the lowest Sunday ridership among the routes operating on Sundays, with approximately 155 average daily boardings.


Total Seasonal Boardings by Service Day
Spring 2026 | March–May
Weekday
Saturday
Sunday
Total Boardings
100,000
80,000
60,000
40,000
20,000
0
1
2X
3
10
20
25
26
27X
40
41
42
47
48
50
64
65
67
68
123
170
225
240X
Route


Average Daily Boardings by Service Day
Spring 2026 | March–May
Weekday
Saturday
Sunday
Average Daily Boardings
1,600.0
1,400.0
1,200.0
1,000.0
800.0
600.0
400.0
200.0
0.0
1
2X
3
10
20
25
26
27X
40
41
42
47
48
50
64
65
67
68
123
170
225
240X
Route



Productivity Index (Boarding/RevHour)

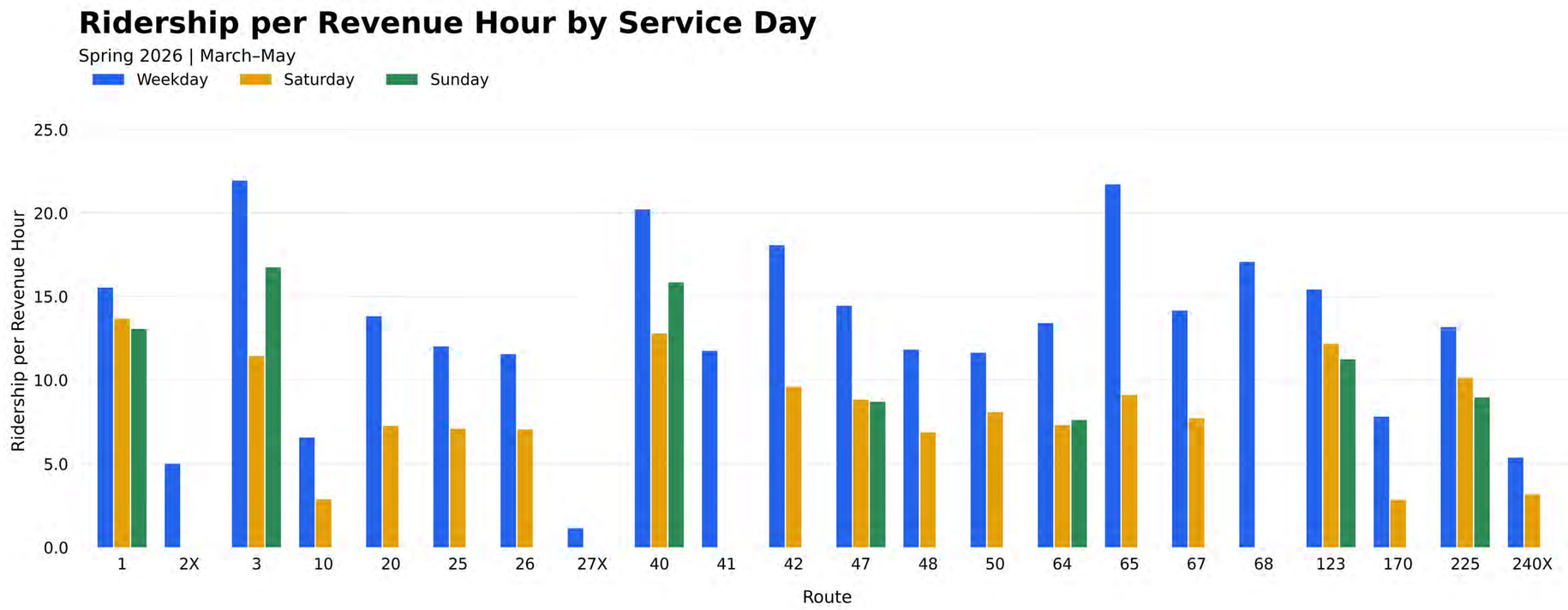
According to the productivity index, which is calculated by dividing total Spring ridership by total Spring revenue hours, Route 3 ranked first, with 19.76 boardings per revenue hour. It was followed by Route 65 with 19.50, Route 40 with 18.43, Route 42 with 16.55, Route 68 with 15.72, Route 1 with 15.03, and Route 123 with 14.45 boardings per revenue hour. This suggests that these routes show the strongest productivity and need to be maintained and potentially considered for additional service if demand continues to grow.

If total ridership is considered in addition to productivity, Routes 47, 67, and 225 should also be added to the list of strong system performers. These routes carried relatively high numbers of passengers while maintaining productivity levels of 12.75, 12.81, and 12.27 boardings per revenue hour, respectively.

Routes 26, 48, and 64 also carried important levels of ridership but showed lower productivity than the system's strongest performers. These routes had 10.22, 10.63, and 10.89 boardings per revenue hour, respectively. They should be priorities for schedule reviews, running-time analysis, and frequency adjustments to determine whether their efficiency can be improved without negatively affecting ridership. It is also worth examining their potential integration or coordination with other routes to maintain coverage and ridership while improving the overall efficiency of the system.

There are also routes that have lower total ridership but relatively strong productivity. For instance, Route 68 had 20,905 Spring boardings but achieved 15.72 boardings per revenue hour, showing that it is already operating efficiently. Route 20 had 24,627 boardings and 12.35 boardings per revenue hour, while Route 25 had 11,771 boardings and 11.02 boardings per revenue hour. These routes may serve specific travel markets or operate with more limited service spans. Route 20 serves areas in West Richland and Richland High School, while Route 68 is a local Pasco route that mainly serves CBC and Chiawana High School. These focused travel markets can help explain why the routes have lower total ridership but relatively strong productivity. These routes can be preserved, and it would be beneficial to investigate how ridership could be increased within their specific markets.

Routes 27X, 2X, 240X, 10, and 170 showed the lowest overall productivity. Route 27X was the least productive, with only 1.14 boardings per revenue hour, compared with 19.76 for Route 3. Route 2X had 3.88 boardings per revenue hour, Route 240X had 4.20, Route 10 had 4.25, and Route 170 had 4.88. The large difference between these routes and the system's strongest performers indicates that their routing, schedules, frequency, service span, and target markets should be reviewed.



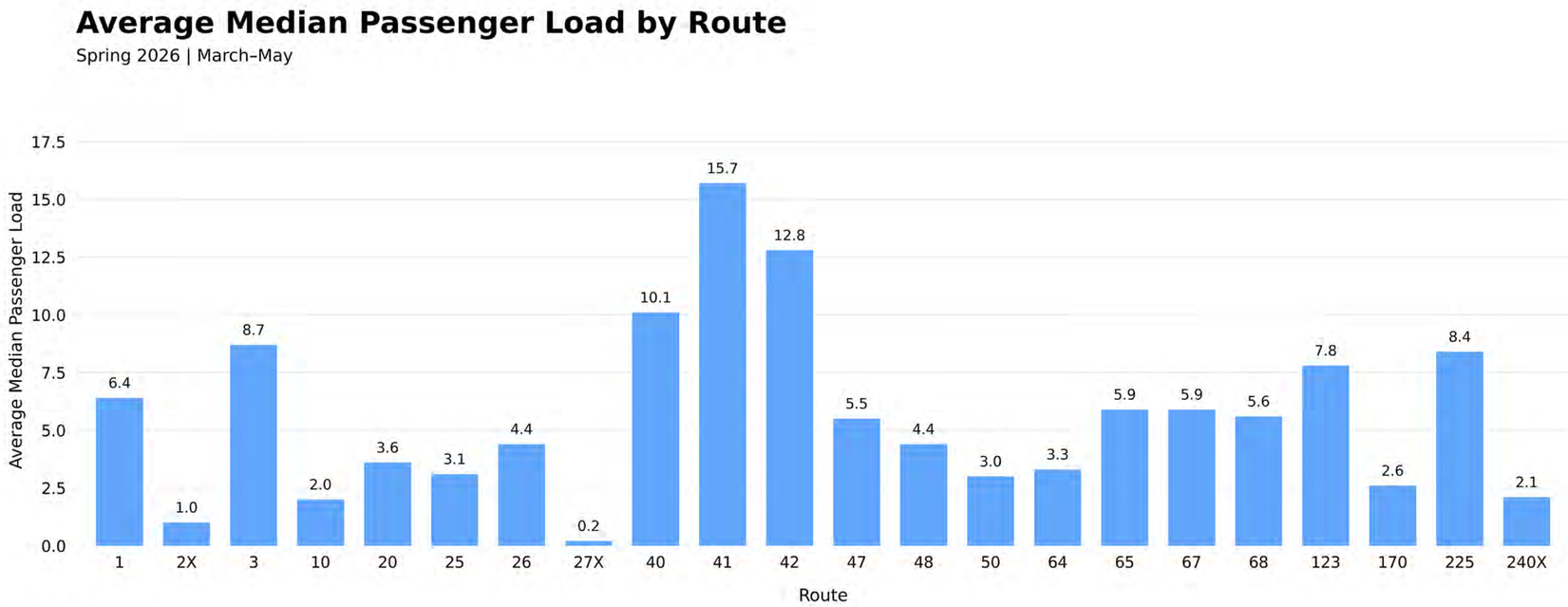
Looking specifically at weekday productivity, Route 3 was the most productive, with 21.94 boardings per revenue hour. It was closely followed by Route 65 with 21.72 and Route 40 with 20.22. Route 42 had 18.07, Route 68 had 17.07, and Route 1 had 15.53 boardings per revenue hour. At the lower end, Route 170 had 7.83, Route 10 had 6.58, Route 240X had 5.37, Route 2X had 5.00, and Route 27X had only 4.04 weekday boardings per revenue hour.

For Saturday services, Route 1 had the highest productivity, with 13.67 boardings per revenue hour. It was followed by Route 40 with 12.78, Route 123 with 12.16, Route 3 with 11.43, and Route 225 with 10.13. Routes 240X, 10, and 170 had the lowest Saturday productivity, with 3.17, 2.87, and 2.85 boardings per revenue hour, respectively. This makes their operation on Saturdays relatively inefficient and indicates that their Saturday schedules and service roles should be reviewed.

For Sunday services, Route 3 had the highest productivity, with 16.75 boardings per revenue hour. It was followed by Route 40 with 15.84, Route 1 with 13.06, and Route 123 with 11.24. Routes 225 and 47 had 8.98 and 8.72 boardings per revenue hour, respectively, while Route 64 had the lowest Sunday productivity, with 7.63 boardings per revenue hour.

Ridership and Productivity Summary

Categories	Routes	Interpretation	Suggested Action
High Ridership & High Productivity	**1**, **3**, **40**, **42**, **47**, **65**, **67**, **123**, **225**	Strong performers that carry many passengers efficiently.	Protect, maintain, and consider additional service if demand continues to grow.
High Ridership & Low Productivity	**26**, **64**, **48**	Important routes with strong demand but relatively high operating cost.	Review schedules, running time, stop spacing, and frequency to improve efficiency.
Low Ridership & High Productivity	**20**, **25**, **68**, **50**	Efficient routes despite serving fewer riders. They may serve focused travel markets or have relatively low operating costs.	Monitor and preserve unless other factors indicate a need for changes.
Low Ridership & Low Productivity	**2X**, **10**, **27X**, **170**, **240X**	Lowest-performing routes from a productivity standpoint.	Review routing, span of service, frequency, market, and equity roles before considering service changes.



Median Passenger Load:

For passenger load analysis, BFT previously used the maximum passenger load. However, this measure could be affected by APC errors that overcount passengers. Using the median passenger load provides values that are more representative of the typical conditions experienced during each trip. The median automatically reduces the influence of extreme values and potential outliers, especially when analyzing a large dataset such as quarterly data. Based on this measure, none of the routes show a major passenger-load concern when the capacity and size of BFT vehicles are considered.

Route 3 has a median passenger load of approximately 9 passengers, while Route 1 has approximately 6. Route 123 has approximately 8 passengers, and Route 225 also has approximately 8. Some routes show unusually high values that may require additional review. For example, Route 42 has a median passenger load of approximately 13 passengers, while Route 41 has approximately 16.

Considering the current service standards and vehicle capacities, the median passenger-load results do not indicate any major concerns that require immediate attention. However, specific operating conditions should still be examined separately. For example, trips carrying more than one passenger using a wheelchair may need to be reviewed to determine how frequently these situations occur and whether vehicle capacity is sufficient.

School trippers and shuttle services may also experience substantially higher passenger loads, potentially reaching 30 or 40 passengers on board. These trips should be monitored separately because unusually high passenger loads could create capacity, accessibility, comfort, or safety concerns that may not be visible in a route-level median.

On-Time Performance Analysis:

Looking at systemwide On-Time Performance (OTP), the system has an average arrival OTP of approximately 84.7%, calculated using OTP observations across all trips and routes. Although many individual trips may achieve an OTP of 90% or higher, the systemwide result remains below BFT's fixed-route OTP goal. The planned run-time analysis by using the ATP module in HASTUS should examine individual trips, stops, time periods, and route segments to identify the causes of early and late service.

For this analysis, a bus is considered late when it arrives or departs more than five minutes after its scheduled time. It is considered early when it arrives or departs more than one minute before its scheduled time. Although neither early nor late service is ideal, early departures are especially concerning because a passenger who arrives according to the published schedule may miss the bus and must wait for the full headway, which may be as long as 45 minutes.

The addition of departure OTP provides a clearer understanding of schedule adherence from the passenger's perspective. Arrival OTP indicates whether the bus reaches a stop according to schedule, while departure OTP indicates whether it leaves the stop according to schedule. Departure OTP is particularly important at time points and at transit centers because a bus may arrive early but wait until its scheduled departure time.

The comparison shows that departure-based measurement substantially reduces early incidents on almost every route. Based on the route-level results, the average early rate decreases from approximately 6.3% for arrivals to approximately 2.0% for departures. At the same time, the average on-time rate increases from approximately 85.3% at arrival to approximately 88.5% at departure. However, the average late rate increases from approximately 8.3% at arrival to approximately 9.6% at departure.

This pattern suggests that buses are often arriving early and then waiting at stops or time points until closer to their scheduled departure times. This improves departure OTP and protects passengers from early departures. However, in some cases, the bus may remain at the stop beyond its scheduled departure time, resulting in a higher percentage of late departures. Therefore, arrival and departure OTP should be reviewed together rather than relying on only one measure.

Measure	Route-Level Average
Early arrival	6.30%
On-time arrival	85.30%
Late arrival	8.30%
Early departure	2.00%
On-time departure	88.50%
Late departure	9.60%

These route-level averages are useful for comparison but are not a replacement for the official systemwide OTP calculation, which should continue to be based on all underlying stop- or trip-level observations.

Routes 26, 41, 42, and 123 have arrival OTP values above 90%, at 93.4%, 92.2%, 90.8%, and 91.3%, respectively. Their departure OTP values increase further to 95.0%, 95.1%, 95.2%, and 92.9%. This shows that allowing buses to wait until their scheduled departure times improves their schedule adherence.

Route 42 provides a clear example. Its early rate decreases from 7.5% on arrival to 2.7% on departure, while its OTP increases from 90.8% to 95.2%. Its late rate increases slightly from 1.6% to 2.1%, but the overall departure result is still substantially better. For these strong-performing routes, BFT should maintain the current level of reliability while continuing to reduce early departures.

Several other routes also improved enough to exceed 90% departure OTP. These include Route 2X at 92.7%, Route 3 at 90.3%, Route 25 at 92.9%, Route 40 at 92.2%, Route 48 at 92.3%, Route 50 at 91.6%, and Route 240X at 97.9%. Route 240X shows the largest difference: its early rate decreases from 9.6% on arrival to only 0.1% on departure, while OTP increases from 88.2% to 97.9%. This suggests that its buses frequently arrive early but wait until the appropriate departure time.

Routes 25, 40, 48, 50, and 240X show meaningful improvements when OTP is measured at departure rather than arrival. Route 240X has the largest increase, improving by 9.7 percentage points from 88.2% to 97.9%, followed by Route 50, which improves by 5.9 points from 85.7% to 91.6%. Routes 25, 40, and 48 improve by 3.7, 3.4, and 2.7 percentage points, respectively, and all exceed 90% departure OTP. These improvements suggest that buses frequently arrive early but wait at stops or designated time points until closer to their scheduled departure times, resulting in better schedule adherence from the passenger's perspective.

Route	Early Arrival	Early Departure
Route 2X	14.60%	2.80%
Route 50	11.10%	4.60%
Route 27X	11.00%	4.10%
Route 240X	9.60%	0.10%
Route 3	8.60%	4.00%
Route 42	7.50%	2.70%

The highest early-arrival rates occur on Route 2X at 14.6%, Route 50 at 11.1%, Route 27X at 11.0%, Route 240X at 9.6%, Route 3 at 8.6%, and Route 42 at 7.5%. However, their early-departure rates are considerably lower.The reductions indicate that operators are generally using stops or designated time points to recover schedule adherence before departing. Nevertheless, Routes 50, 27X, and 3 continue to have early-departure rates of approximately 4% or higher and may require additional attention.

BFT should focus on routes with both high early-departure rates and long headways because early departures on these routes create the greatest inconvenience for passengers. Routes with higher service frequency provide passengers with more alternatives when an early or late incident occurs. However, even frequent routes should minimize early departures, and routes such as Route 1 must reduce late performance before they can reliably function as part of a high-frequency corridor.

Potential actions include identifying appropriate time points where buses can wait safely, confirming that operators understand the departure standards, and examining whether scheduled running times are excessive between certain stops.

Route	Late Arrival	Late Departure
Route 67	21.00%	22.80%
Route 65	18.40%	20.50%
Route 225	15.70%	17.90%
Route 64	14.70%	18.00%
Route 1	14.10%	16.40%
Route 47	12.60%	15.00%
Route 68	12.40%	14.20%

Routes 65 and 67 have the lowest arrival OTP, at 78.1% and 76.2%, respectively. Their departure OTP values remain nearly unchanged at 78.3% and 76.4%. Route 65 is late for 18.4% of arrivals and 20.5% of departures, while Route 67 is late for 21.0% of arrivals and 22.8% of departures. These routes should be among the highest priorities for the upcoming run-time analysis and operational improvements. Routes 225, 64, 1, 47, and 68 also have relatively high late-arrival rates.

The increase in late departures suggests that buses may arrive late and then experience additional dwell time before leaving the stop. This could occur because passengers are boarding or alighting, operators are assisting passengers using mobility devices, bicycles are being loaded, or buses are waiting for other operational reasons. Route 64 requires particular attention because its OTP decreases slightly from 81.6% at arrival to 81.3% at departure, while its late rate increases from 14.7% to 18.0%.

Although Route 47's OTP increases slightly from 81.7% to 82.0%, its late rate rises from 12.6% to 15.0%. This is possible because the reduction in early trips is larger than the increase in late trips.

The BFT Planning team has had various conversations with operators and identified several potential causes of late performance. These include traffic during certain times of the day, higher ridership, school-related activity, wheelchair boarding and alighting, bicycle loading, railroad crossings, and long traffic-signal delays. Younger passengers during school hours may also require additional boarding and seating time.

Potential solutions to improve OTP may include transit signal priority where it is feasible and would produce measurable benefits. It would also be valuable to analyze run-time data by route segment, stop, trip, direction, block, time of day, day of the week, and month. Reviewing repeated patterns would help determine whether delays result from schedule design, recurring operating conditions, specific locations, or individual incidents.

Discussions with operators will be essential because they are on the front line and often have the best understanding of why delays occur. Reviewing block-level and trip-level patterns can also help determine whether the issue is related to block design, insufficient recovery time, interlining, or recurring operating conditions. This process will require coordination between Planning and Operations.

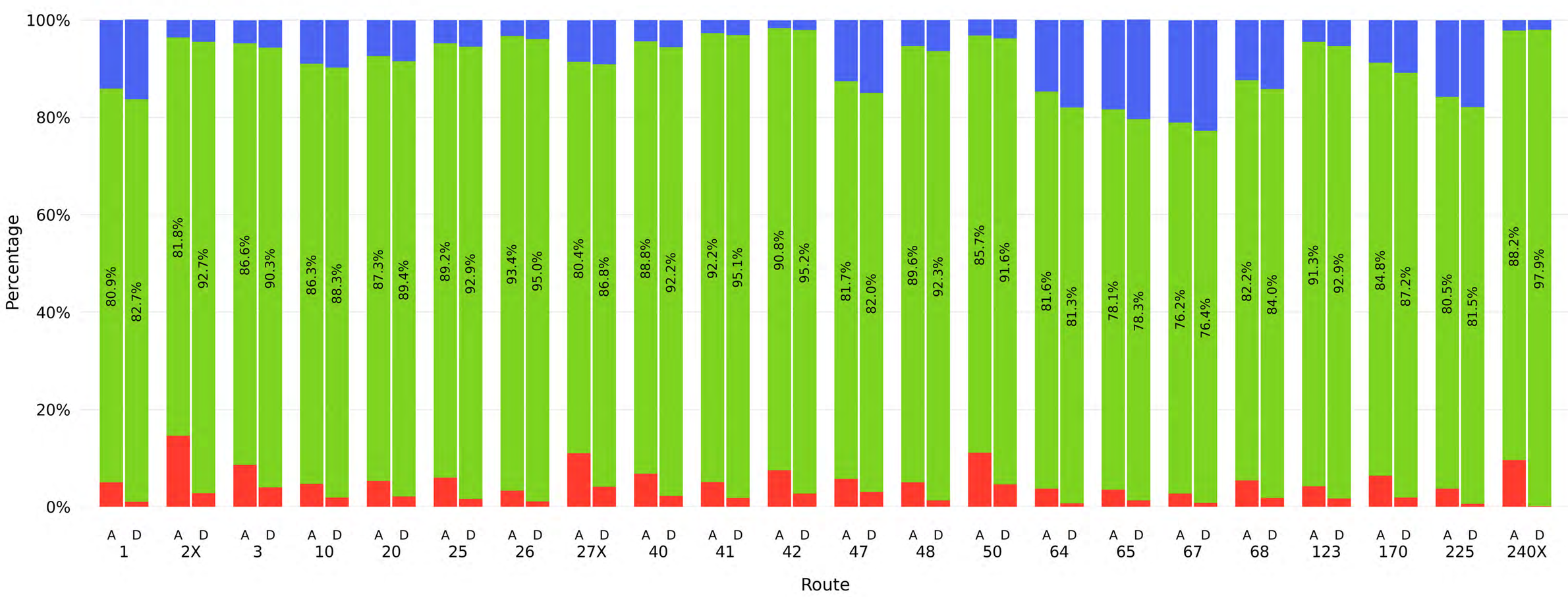
In general, BFT should aim to increase OTP on routes currently below 90%, while maintaining and, where possible, improving routes already above 90%. However, improvements should also be evaluated against BFT's % OTP goal. Arrival and departure performance should be monitored together, with particular attention to reducing early departures without creating unnecessary late departures.

You can find the summary of OTP overview in the following table:

OTP Categories	Routes	Interpretation	Planning Recommendation
Excellent Performance (≥90% OTP)	**2X, 3, 25, 26, 40, 41, 42, 48, 50, 123, 240X**	These routes have strong departure schedule adherence. Several moved above 90% because waiting at stops or time points substantially reduced early departures.	Maintain current performance while reviewing arrival and departure results together. Ensure that reductions in early departures do not create unnecessary late departures.
Good Performance (85–89.9% OTP)	**10, 20, 27X, 170**	These routes have relatively reliable departure performance but remain below 90%. Routes 27X and 170 continue to show schedule-adherence concerns.	Use run-time analysis and schedule adjustments to identify recurring early and late patterns and help these routes reach at least 90% OTP.
Needs Improvement (80–84.9% OTP)	**1, 47, 64, 68, 225**	These routes experience recurring reliability problems, particularly late departures. Their high ridership or important network roles make improving their performance especially important.	Prioritize detailed run-time analysis by trip, segment, direction, stop, and time of day. Review dwell time, traffic delays, recovery time, and block design.
Critical Priority (<80% OTP)	**65, 67**	These routes have the lowest departure OTP, at 78.3% and 76.4%, respectively. Their performance is primarily affected by late departures rather than early service.	Make these routes the highest priorities for run-time analysis, schedule review, operator feedback, block-level evaluation, and potential service adjustments.

Arrival and Departure OTP by Route

Spring 2026 | March–May

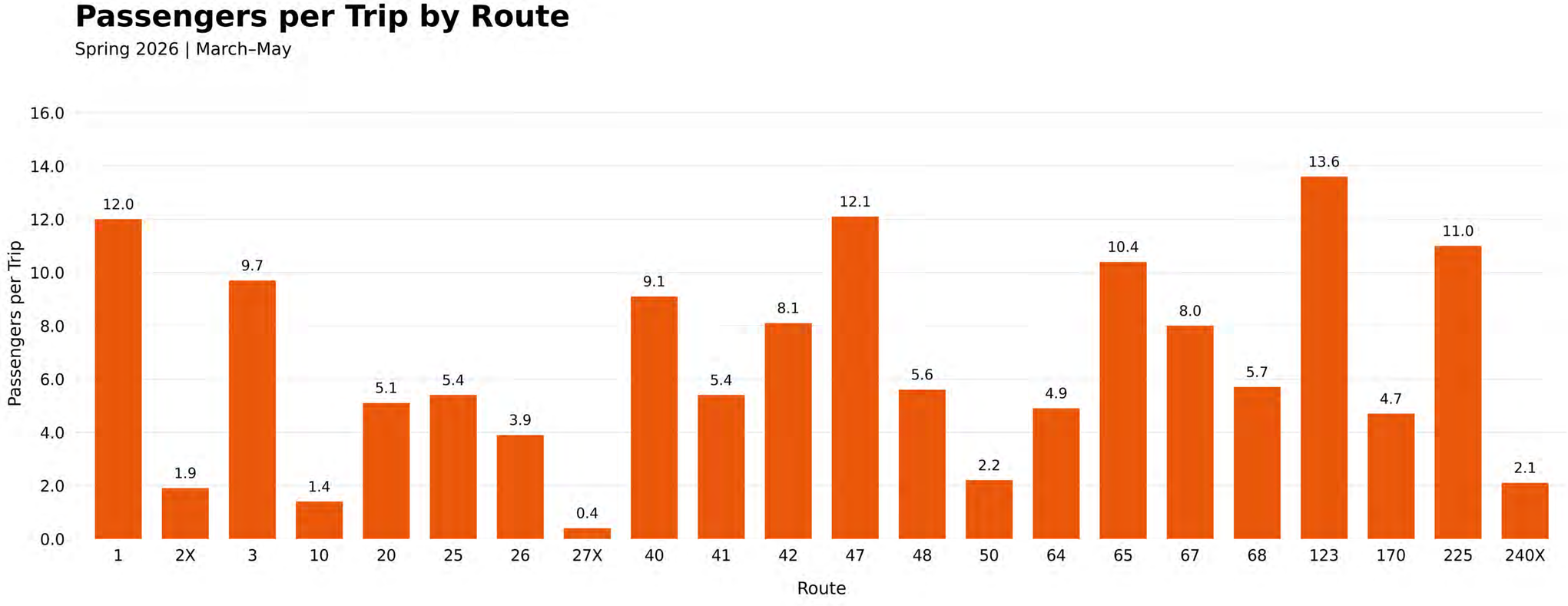


Total Trips and Passengers per Trip

BFT routes operated a total of 103,211 trips during the Spring season, covering the beginning of March through the end of May. Routes 3 and 1 operated the highest numbers of trips, completing 9,852 and 9,626 trips, respectively. Considering their higher service frequencies and longer service spans, it is not surprising that these routes are at the top of the list. They were followed by Routes 26, 123, 225, 64, and 47, which operated 6,825, 5,829, 5,541, 5,465, and 5,157 trips, respectively. This generally aligns with the total ridership on these routes. However, Routes 26 and 64 carried fewer passengers per trip despite ranking relatively high in the number of trips operated.

The trip data can also be used to calculate average passengers per trip, which provides an indication of how effectively scheduled trips are being utilized. This measure is calculated by dividing total Spring boardings by the total number of trips operated. Route 123 had the highest average, with approximately 13.6 passengers per trip. It was followed by Route 47 with 12.1, Route 1 with 12.0, Route 225 with 11.0, and Route 65 with 10.4 passengers per trip. Routes 3 and 40 also performed relatively well, averaging 9.7 and 9.1 passengers per trip, respectively.

A higher average number of passengers per trip generally indicates stronger demand and more efficient utilization of scheduled service. These routes should be monitored for potential service improvements if passenger loads and demand continue to increase. Conversely, routes with fewer passengers per trip may warrant further review to determine whether frequencies, trip schedules, or service spans could be adjusted while maintaining adequate accessibility, coverage, and equity.

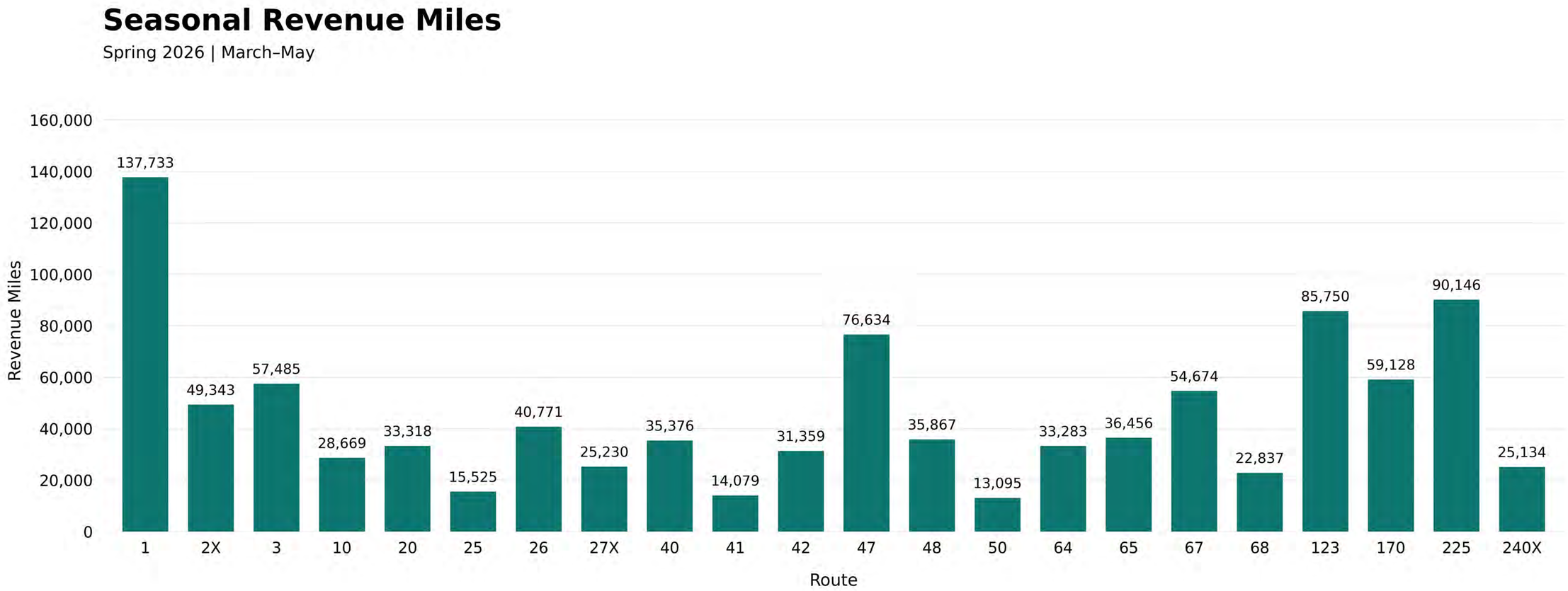


Revenue Miles Analysis

Revenue miles provide a different perspective from the number of trips because they account for the distance traveled while the service is available to passengers. Route 1 accumulated the highest number of Spring revenue miles, with approximately 137,733 miles. It was followed by Route 225 with 90,146 miles, Route 123 with 85,750, Route 47 with 76,635, and Route 170 with 59,128 revenue miles. Routes 3 and 67 also accumulated relatively high totals, with approximately 57,485 and 54,674 revenue miles, respectively.

As an agency committed to sustainability and reducing carbon emissions, BFT can use revenue-mile data to support the development of its future Climate Action Plan. Routes and blocks with the highest revenue mileage may offer greater opportunities for reducing fuel consumption and emissions through fleet electrification. Based on total revenue miles, Routes 1, 225, 123, 47, and 170 could be considered initial candidates for further electric-vehicle analysis.

However, revenue miles should not be the only factor used to assign electric buses. The analysis should also consider total block mileage, deadhead mileage, charging opportunities, seasonal energy use, roadway conditions, vehicle capacity, and whether each block can be completed within the operating range of the electric vehicle. Therefore, the routes with the highest revenue miles should be treated as priorities for feasibility analysis for electric-bus assignments.



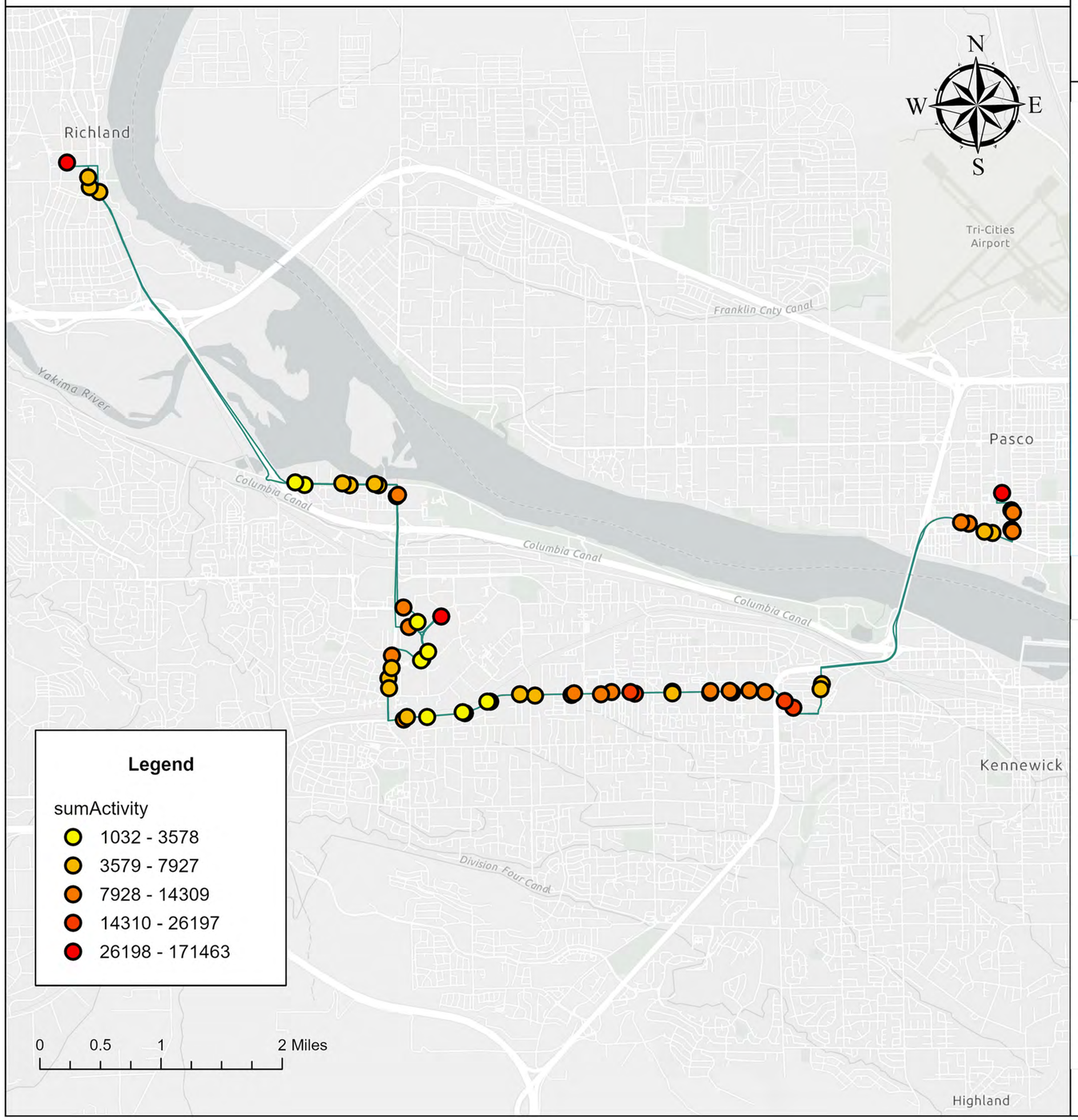




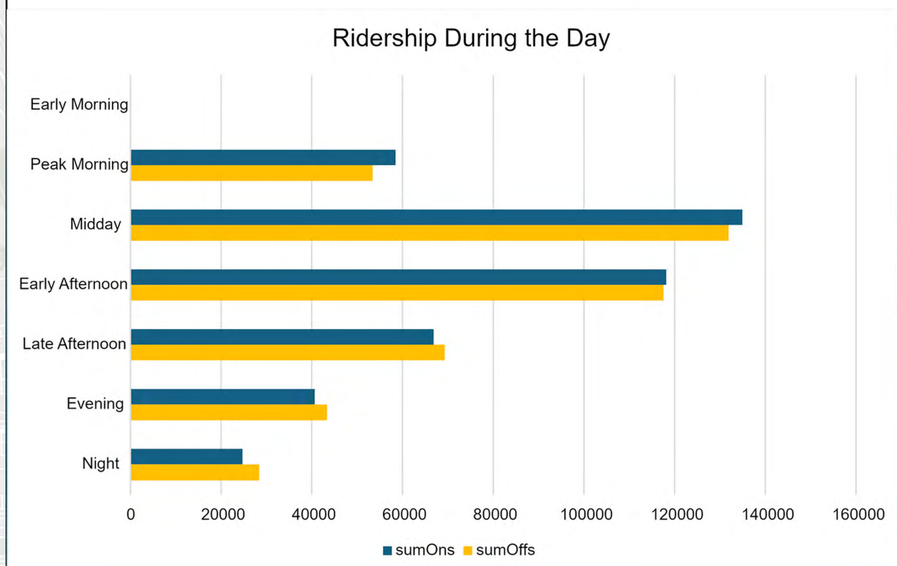
APPENDIX B

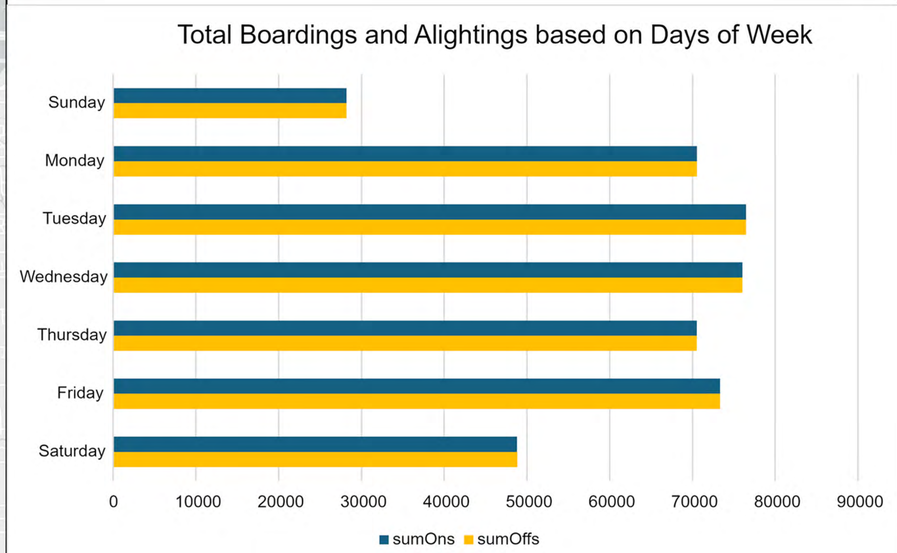
Ridership by Routes

Route 1 Ridership Data for 12-months from October 2025

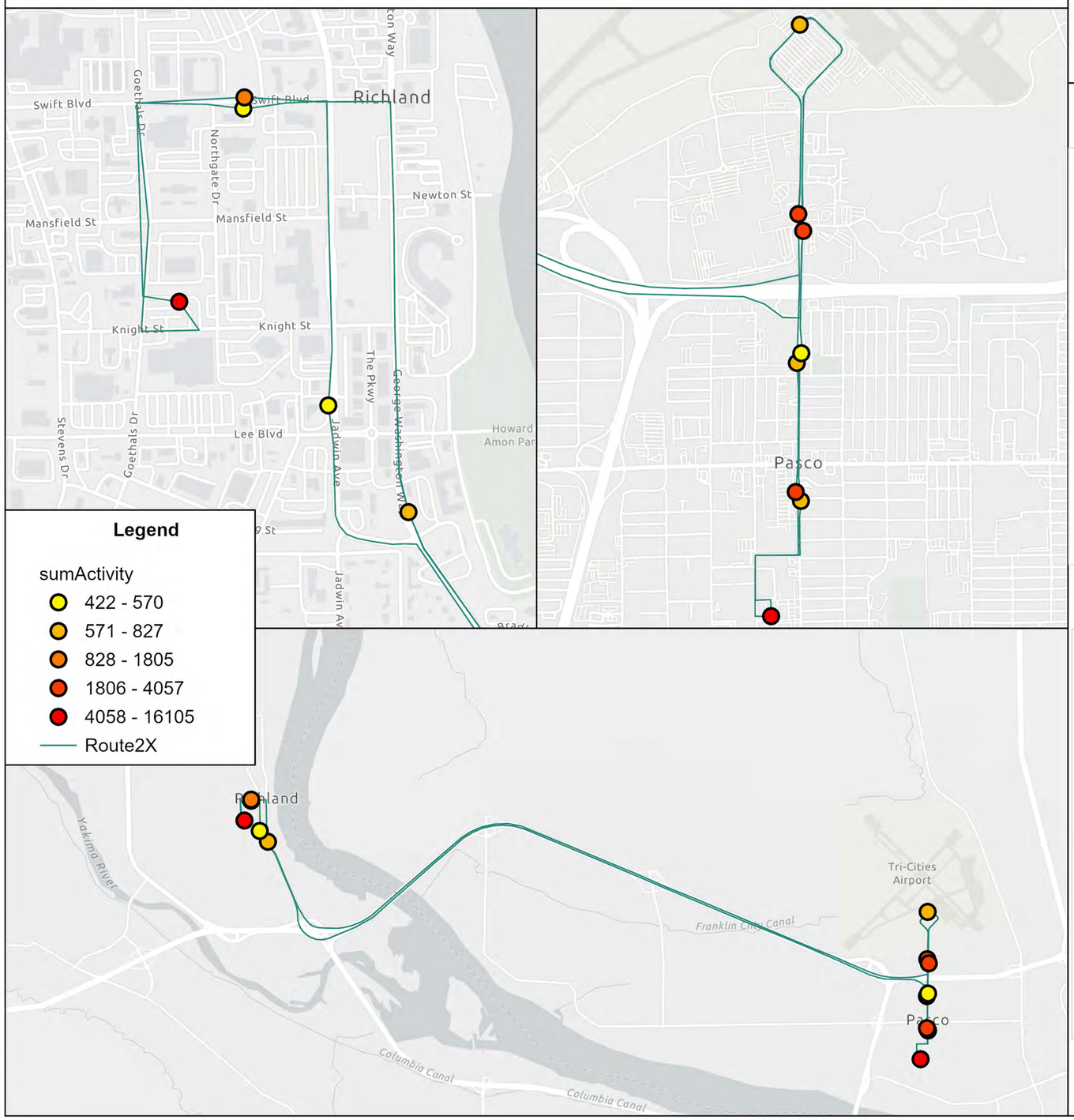


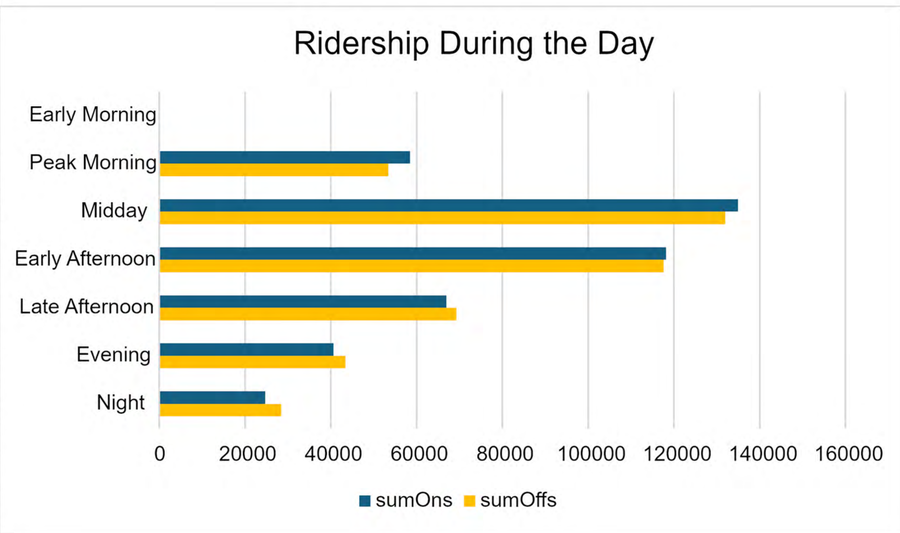
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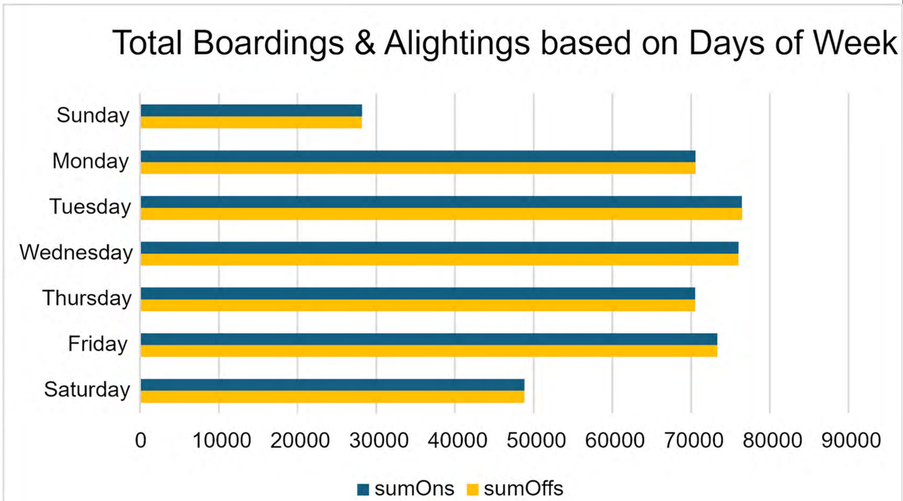




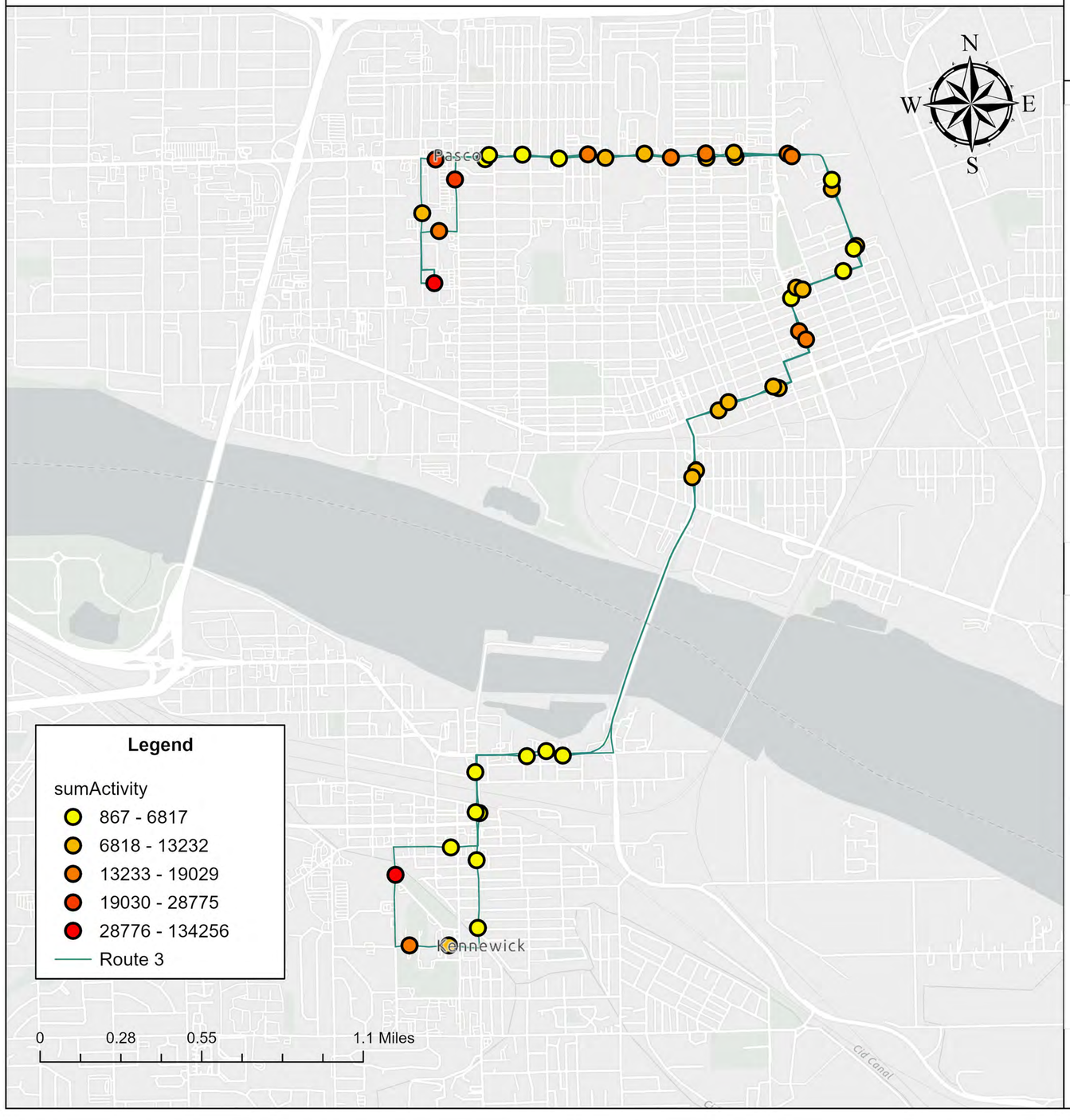
Route 2X Ridership Data for 12-months from October 2025



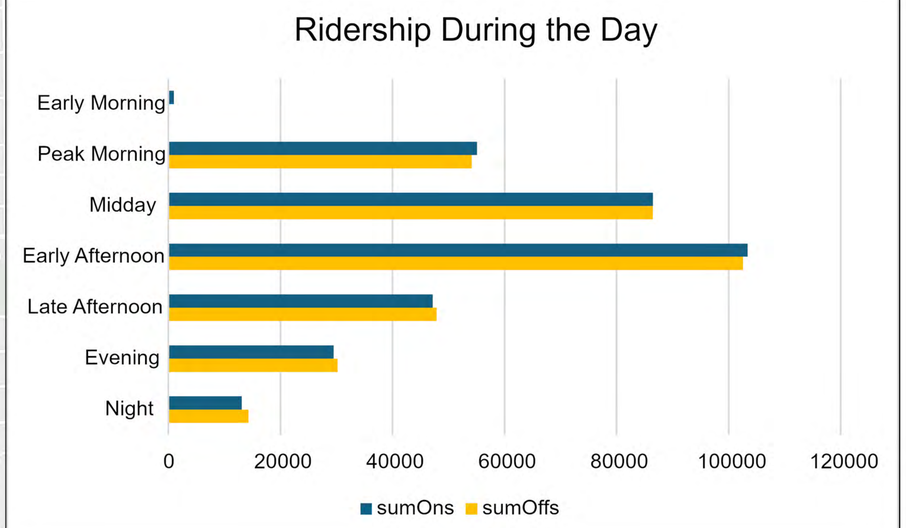


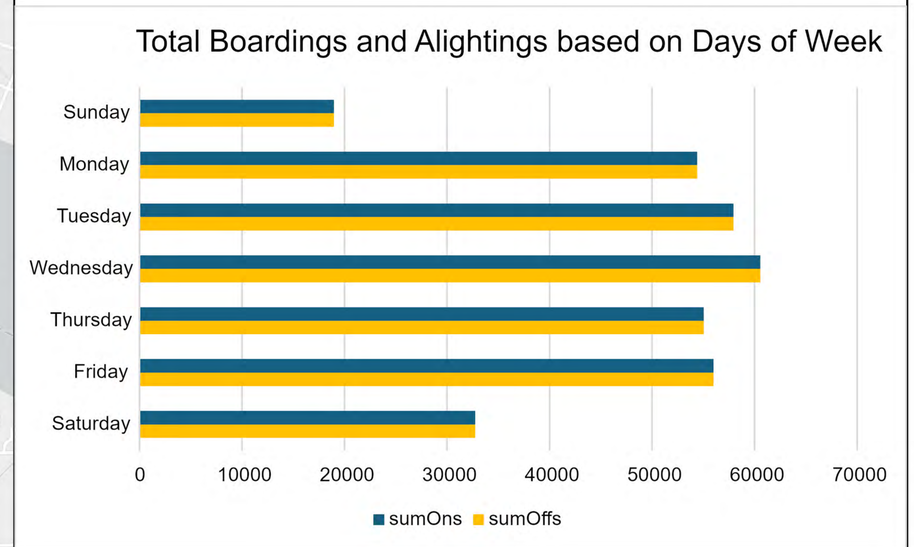


Route 3 Ridership Data for 12-months from October 2025

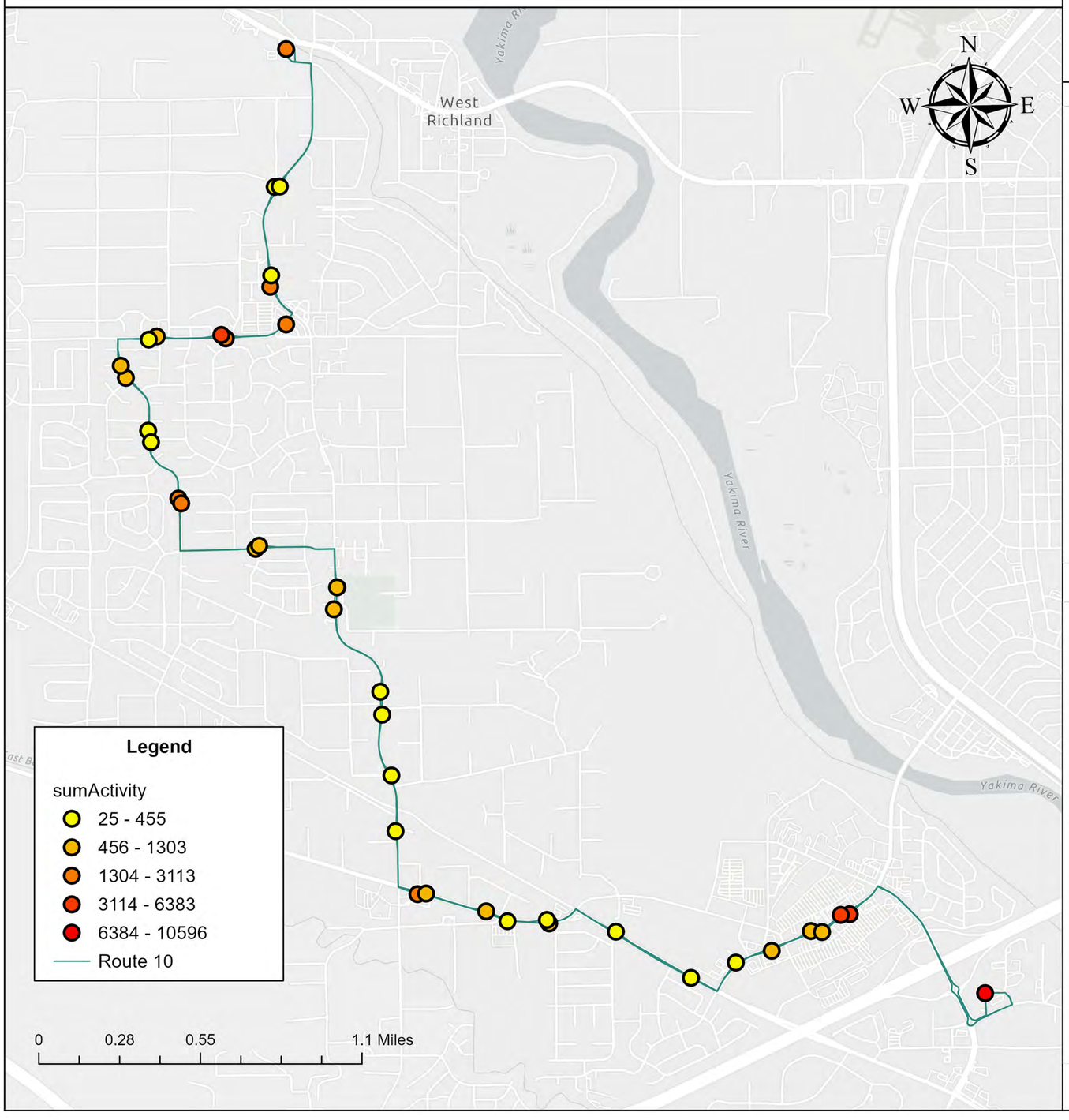


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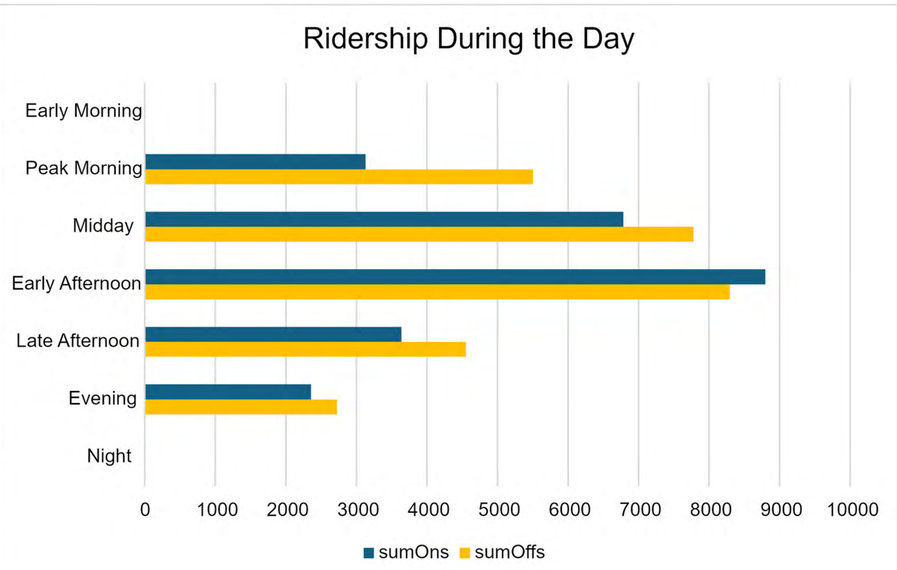


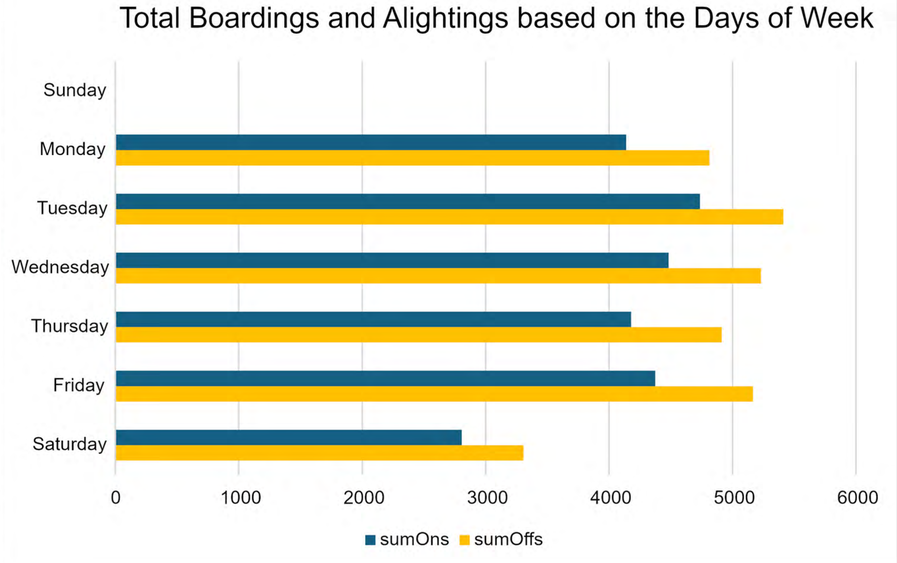


Route 10 Ridership Data for 12-months from October 2025

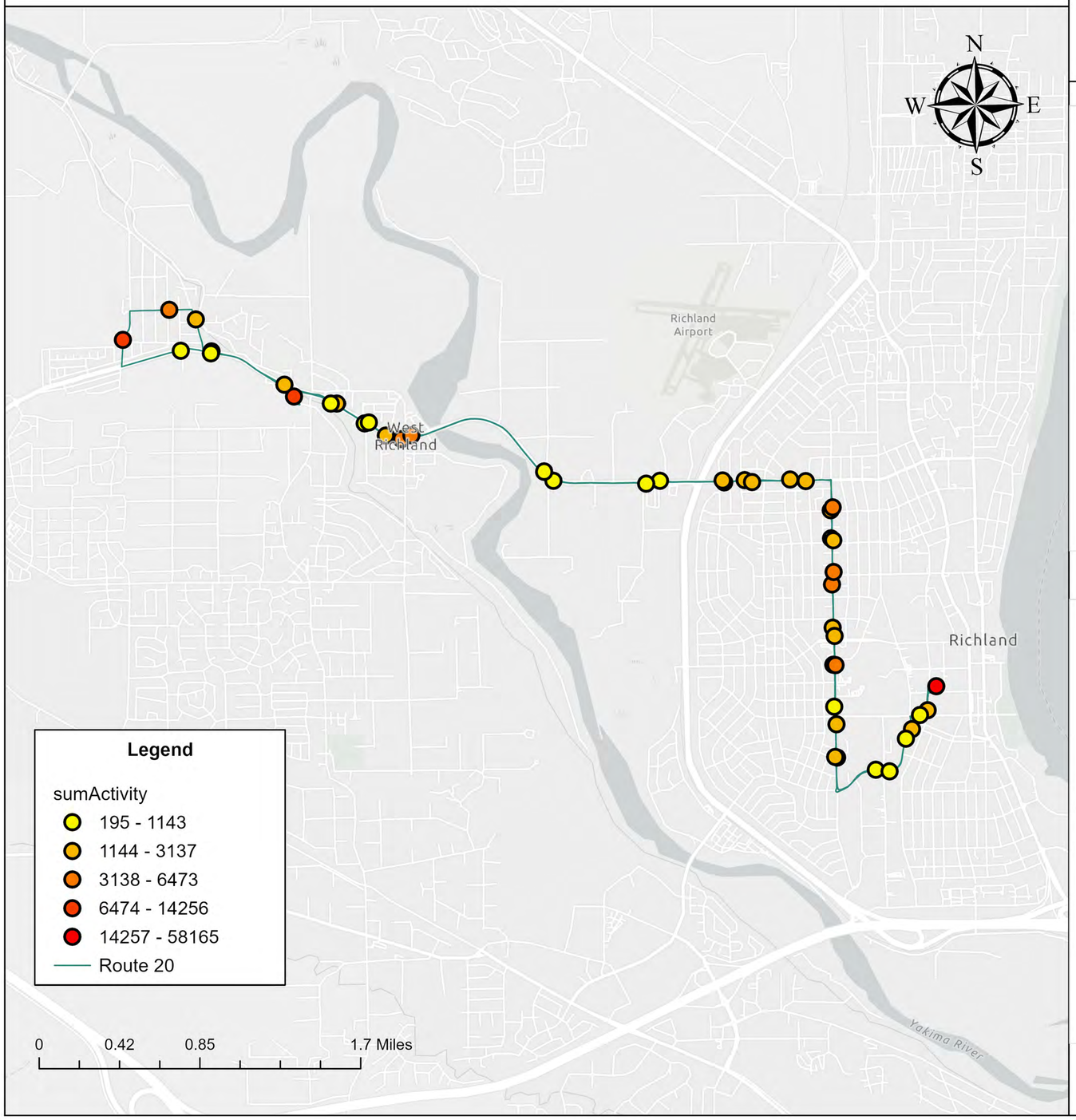


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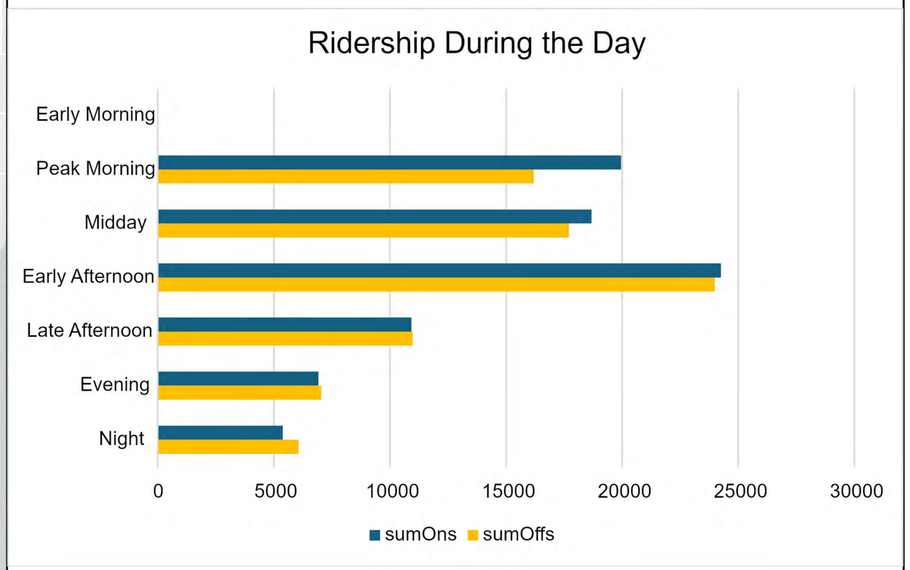


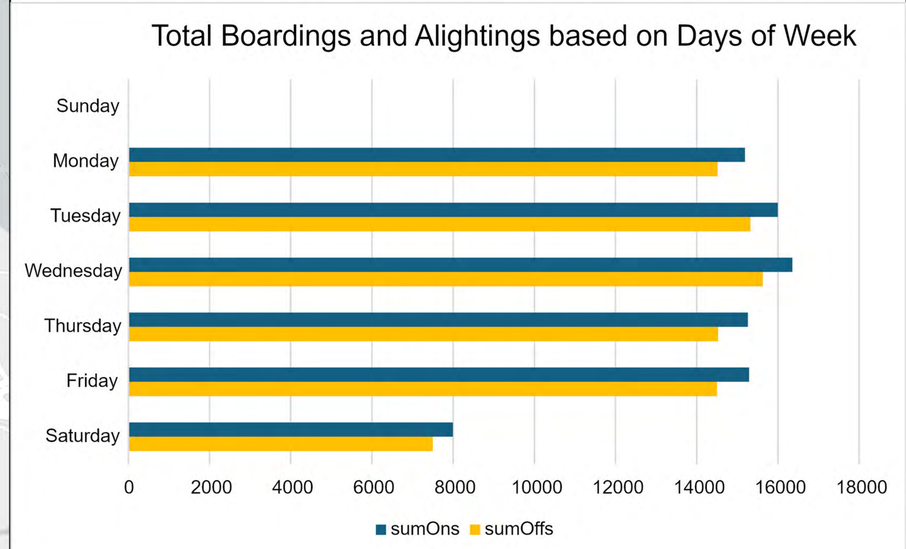


Route 20 Ridership Data for 12-months from October 2025

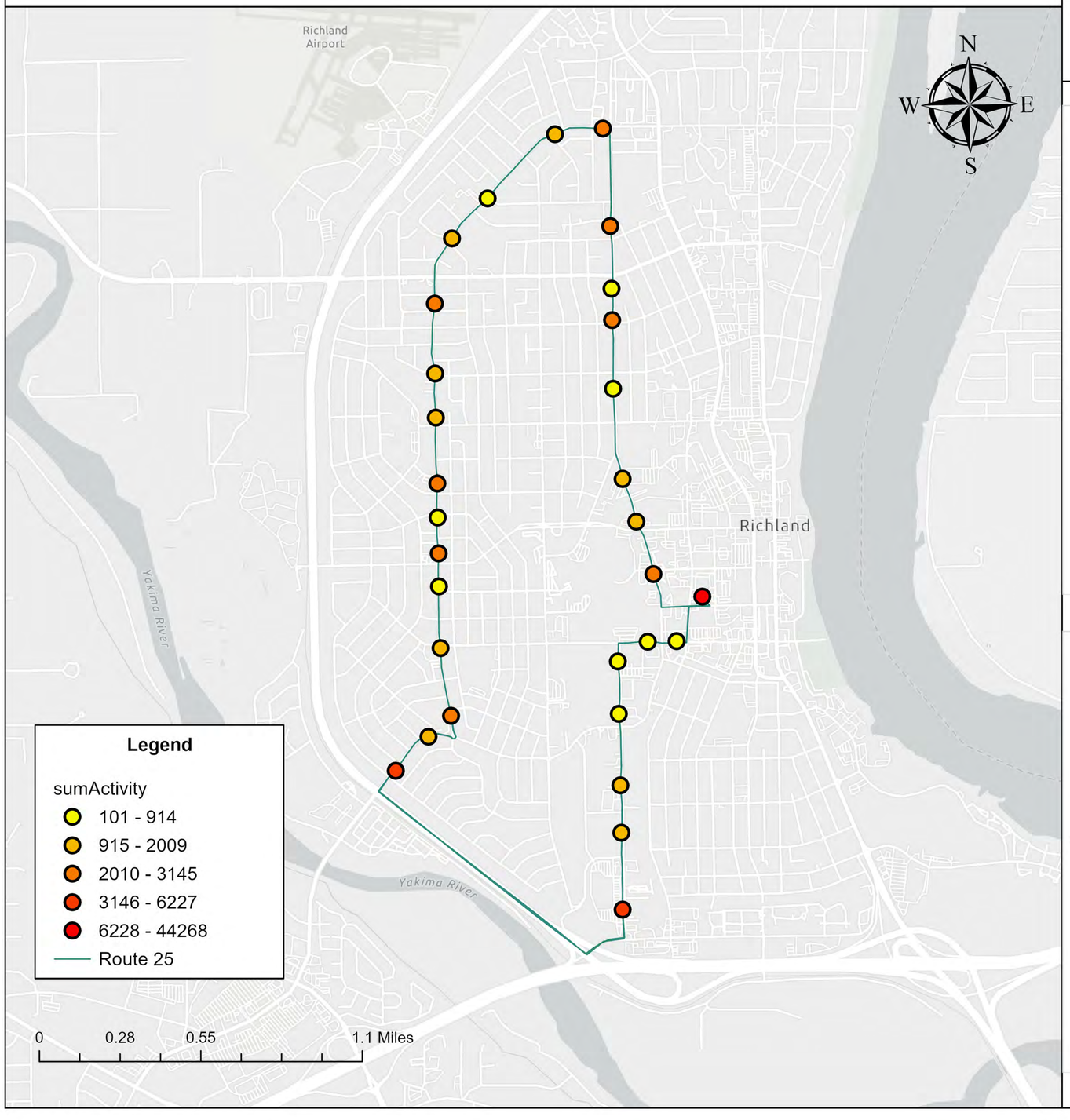


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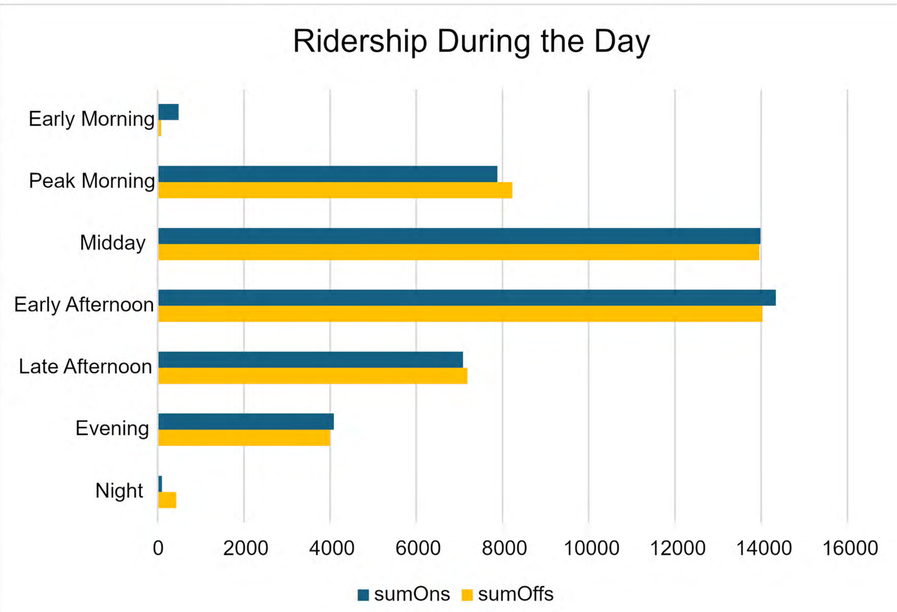


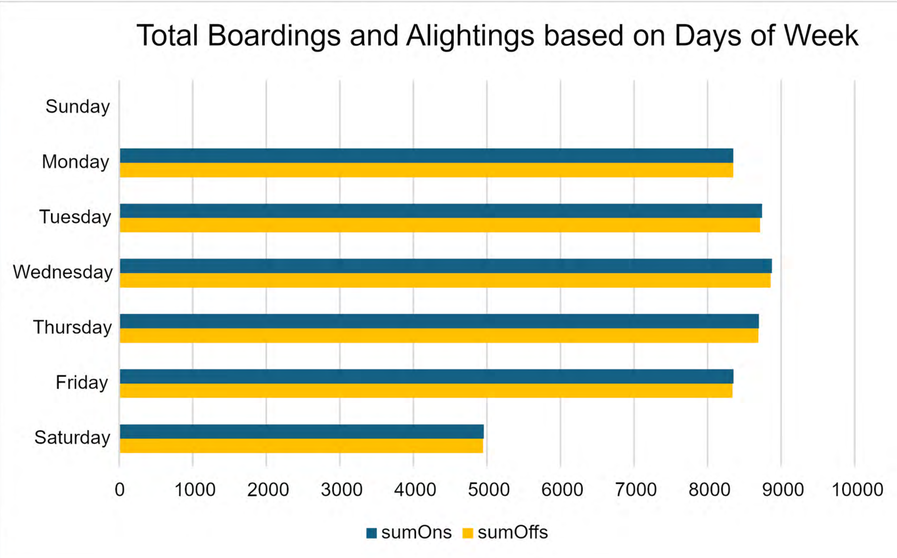


Route 25 Ridership Data for 12-months from October 2025

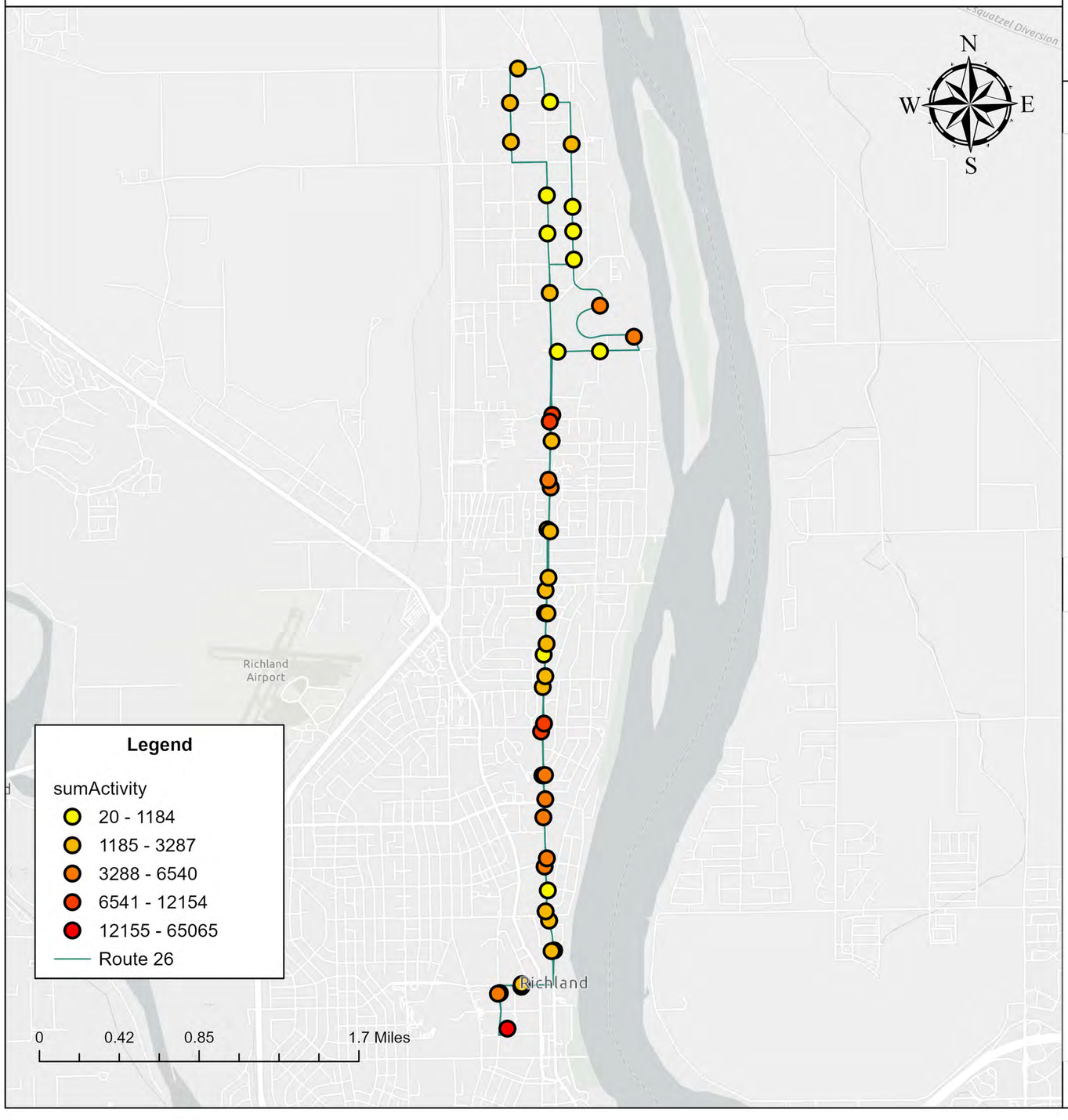


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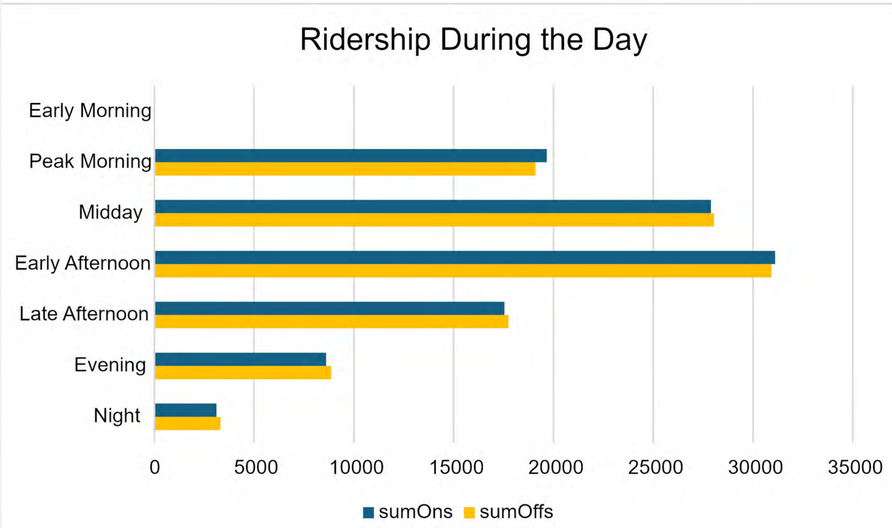


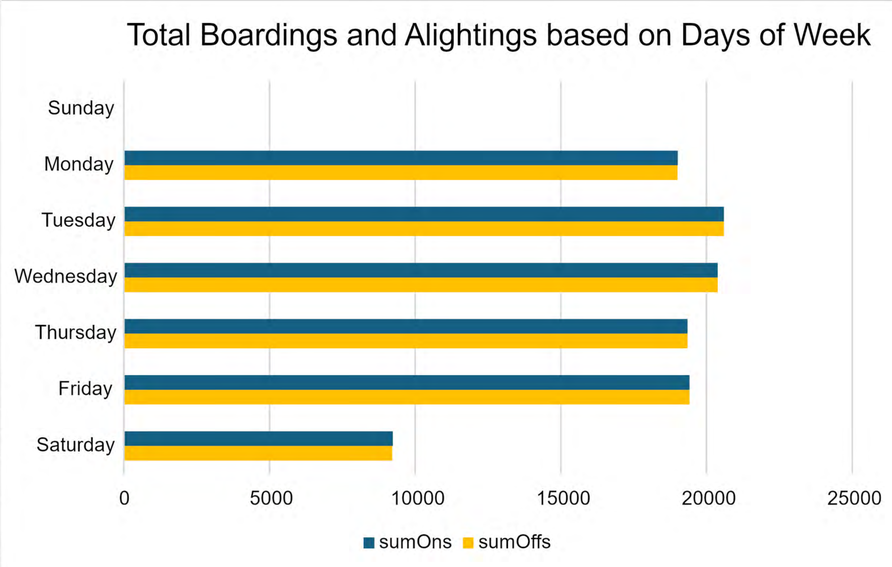


Route 26 Ridership Data for 12-months from October 2025

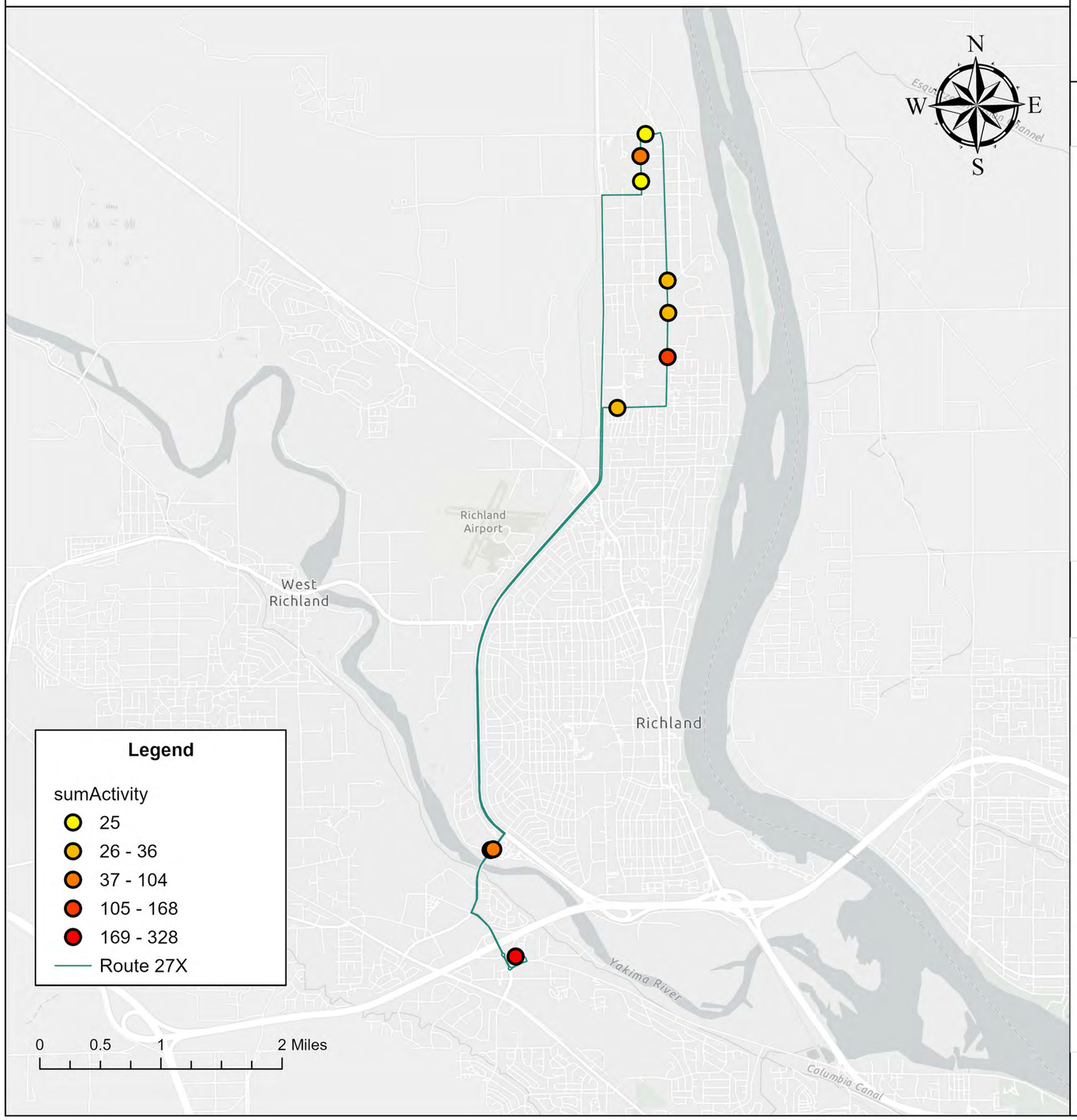


BEN FRANKLIN TRANSIT

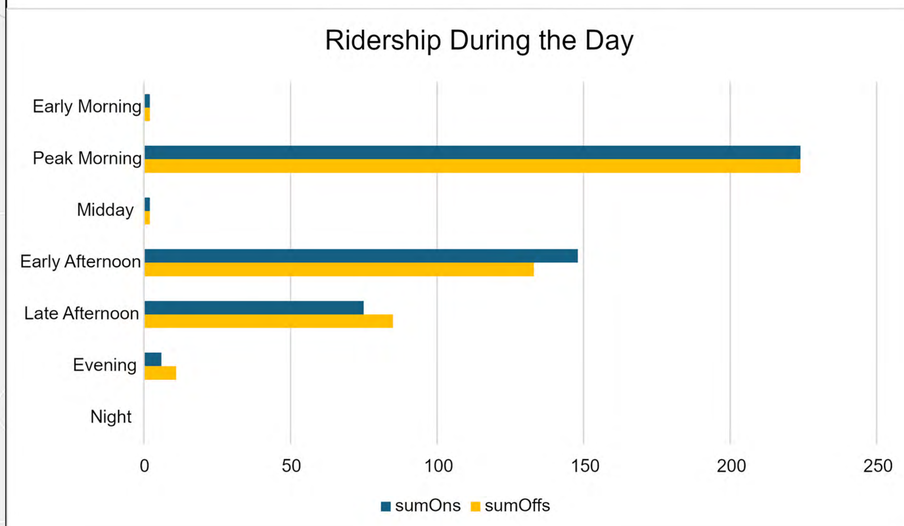


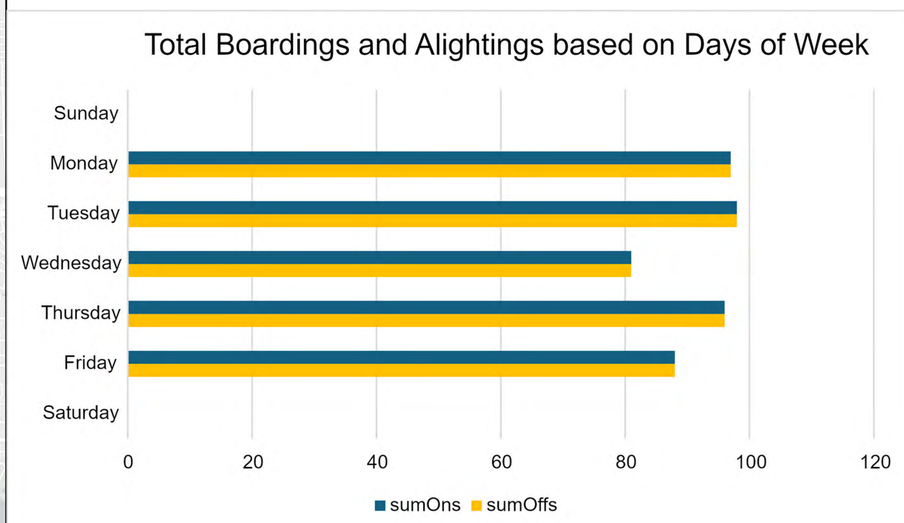


Route 27X Ridership Data for 12-months from October 2025

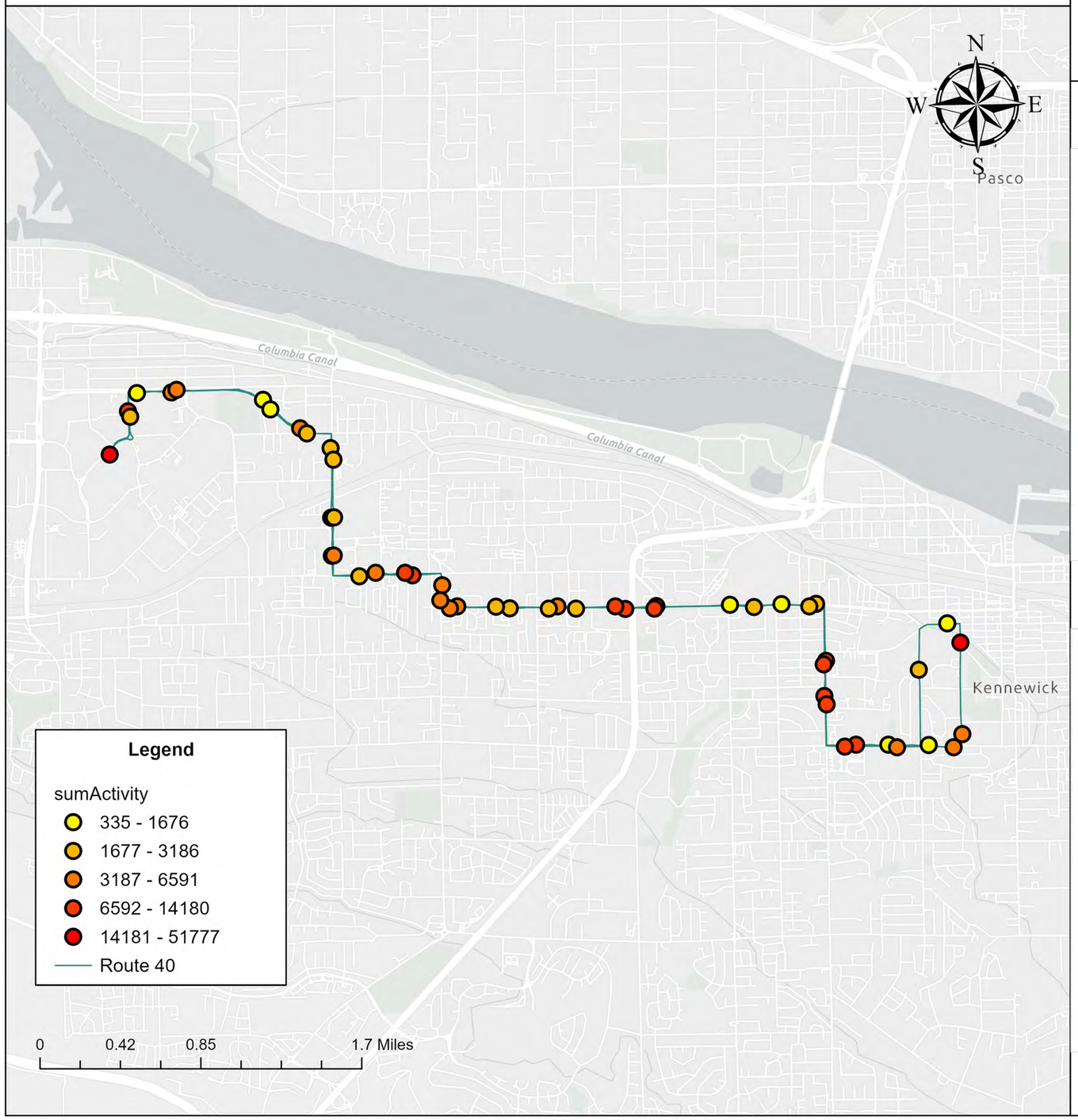


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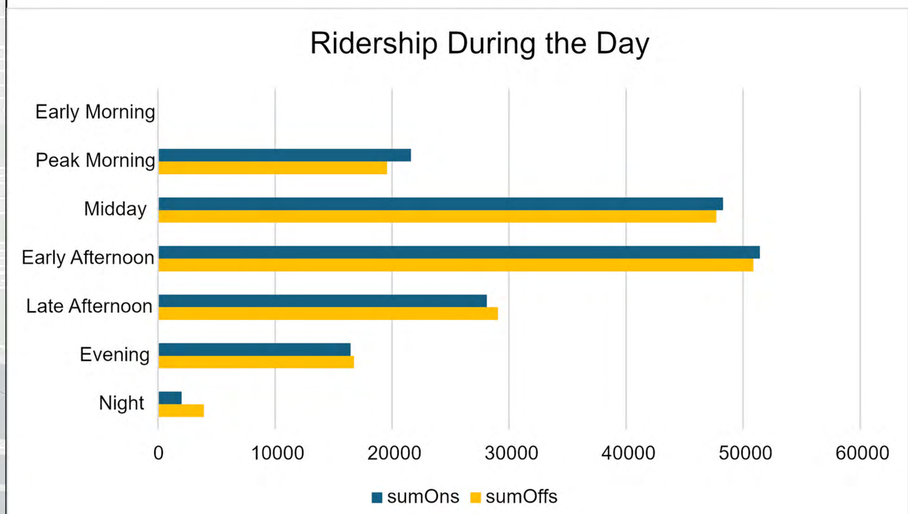


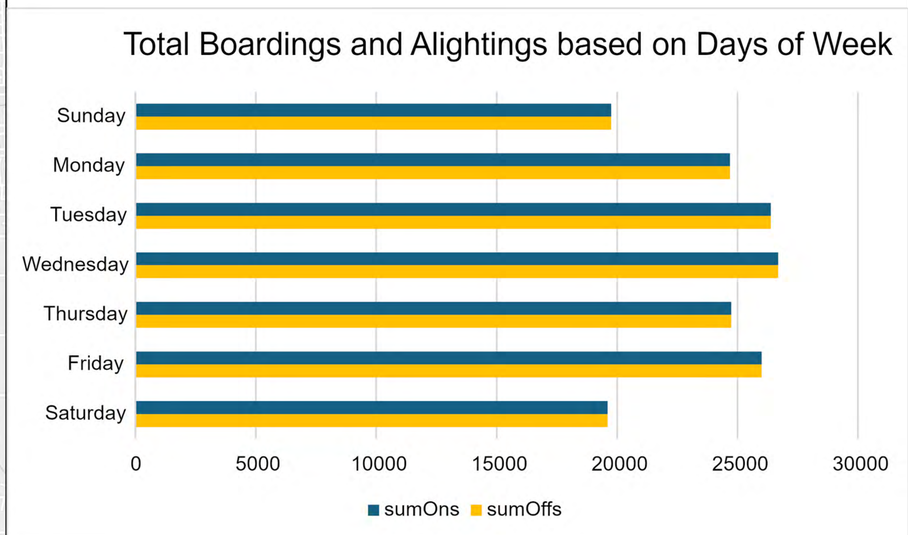


Route 40 Ridership Data for 12-months from October 2025

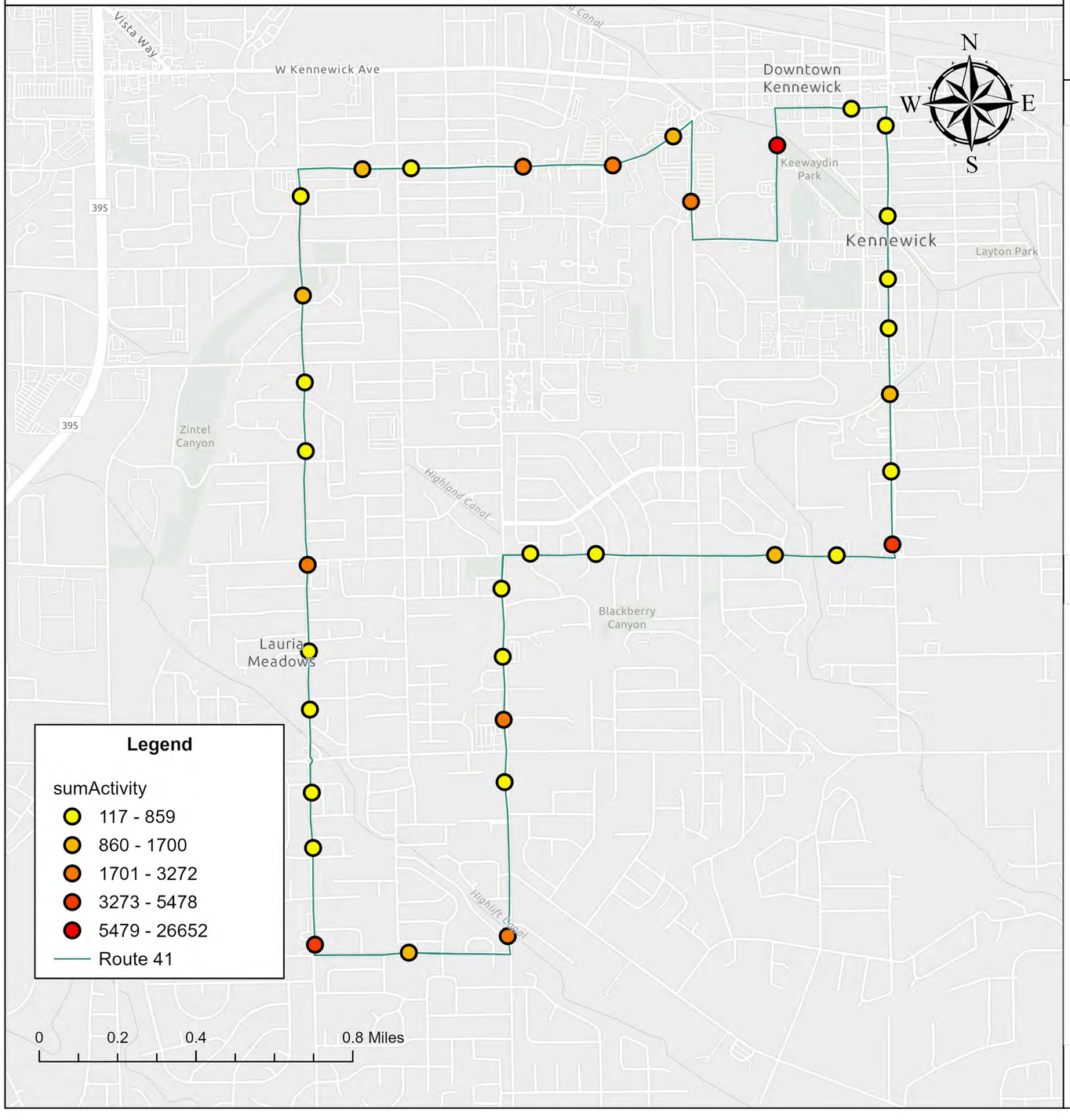


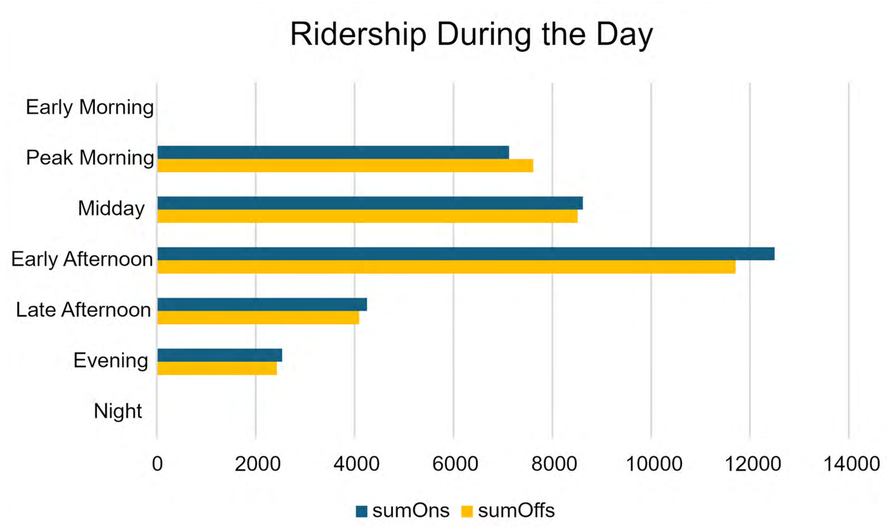
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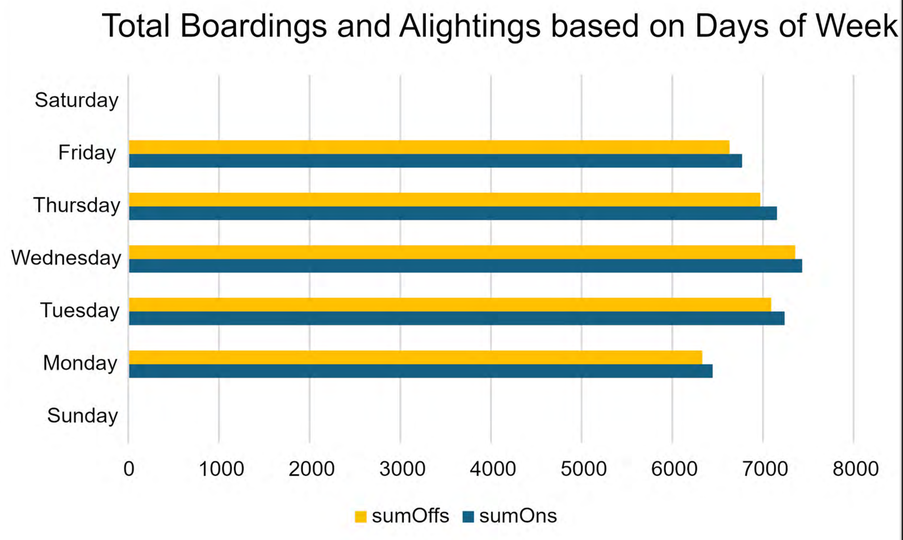




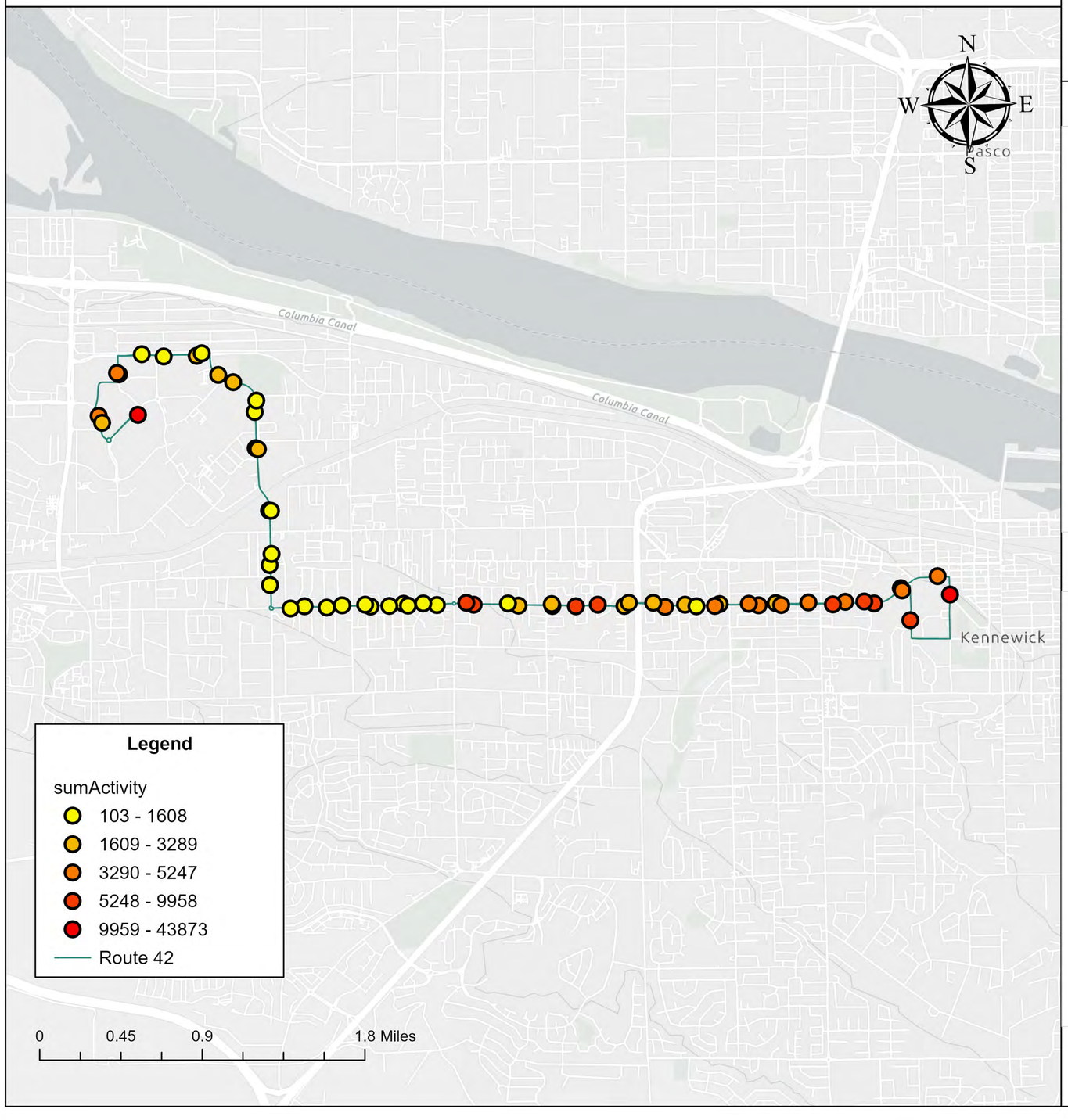
Route 41 Ridership Data for 12-months from October 2025



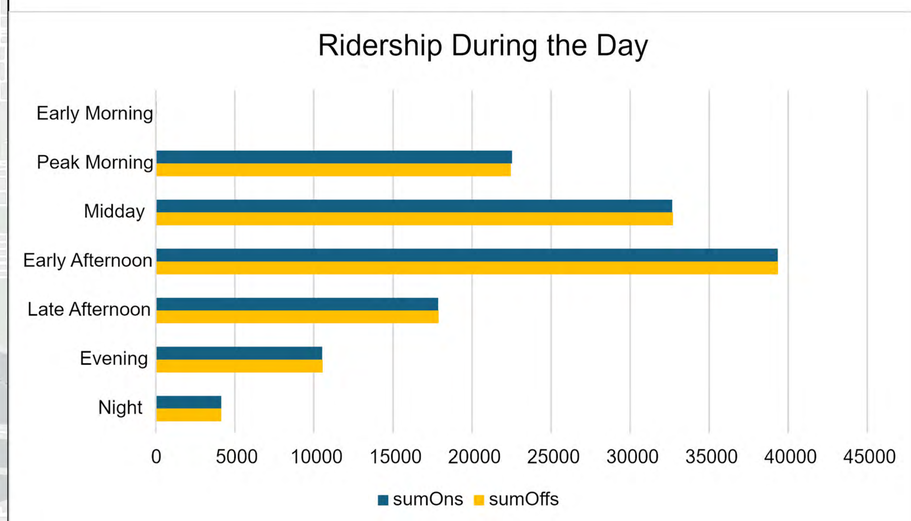


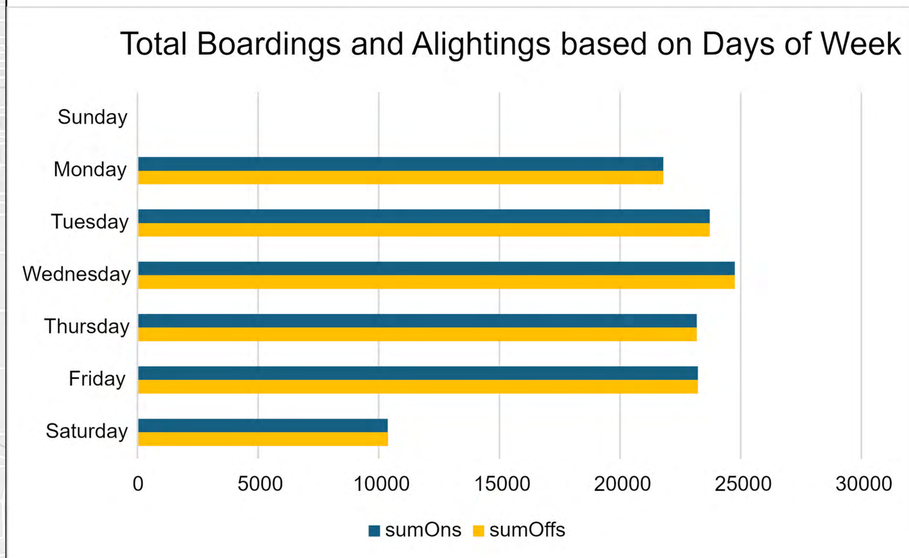


Route 42 Ridership Data for 12-months from October 2025

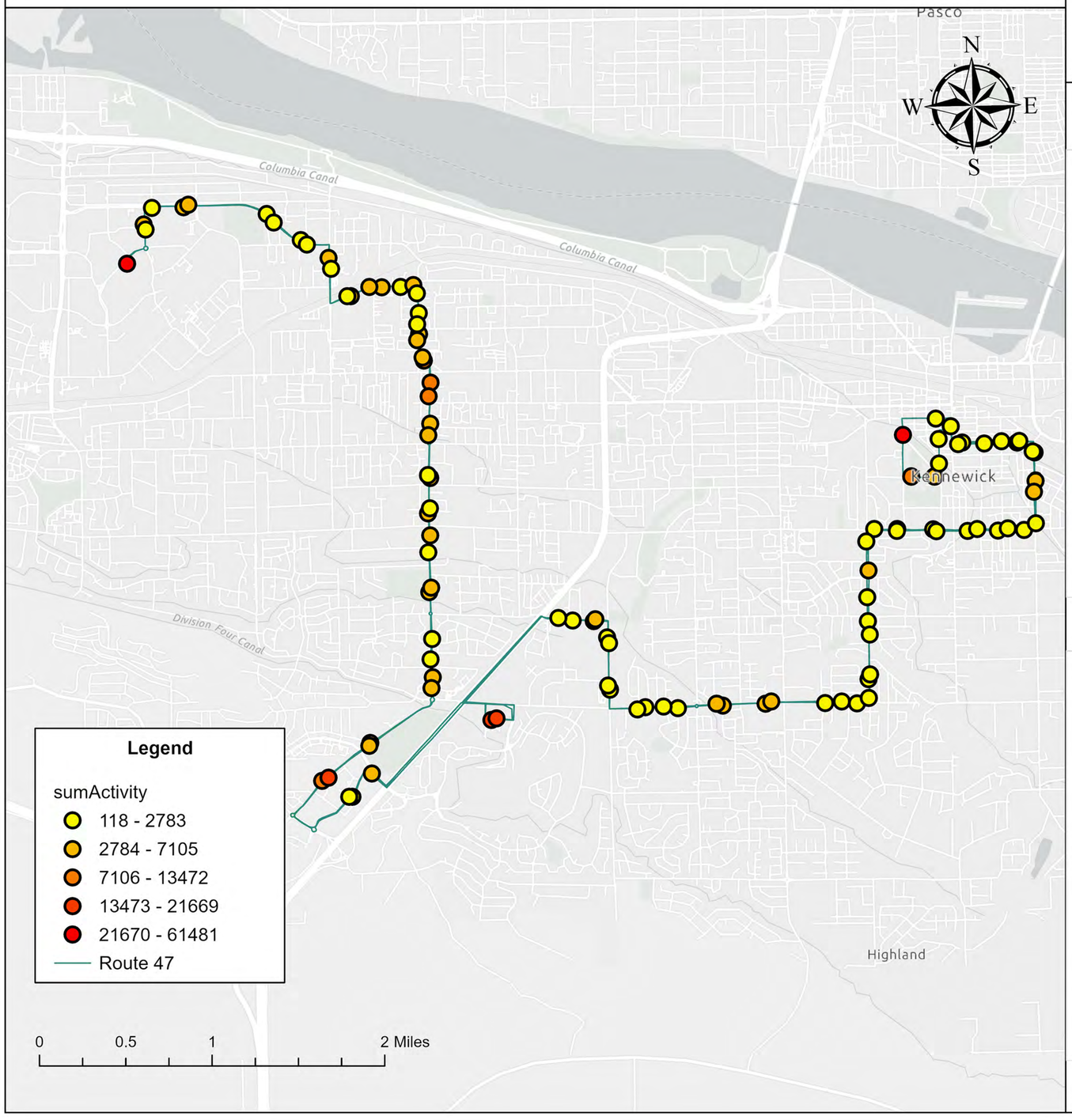


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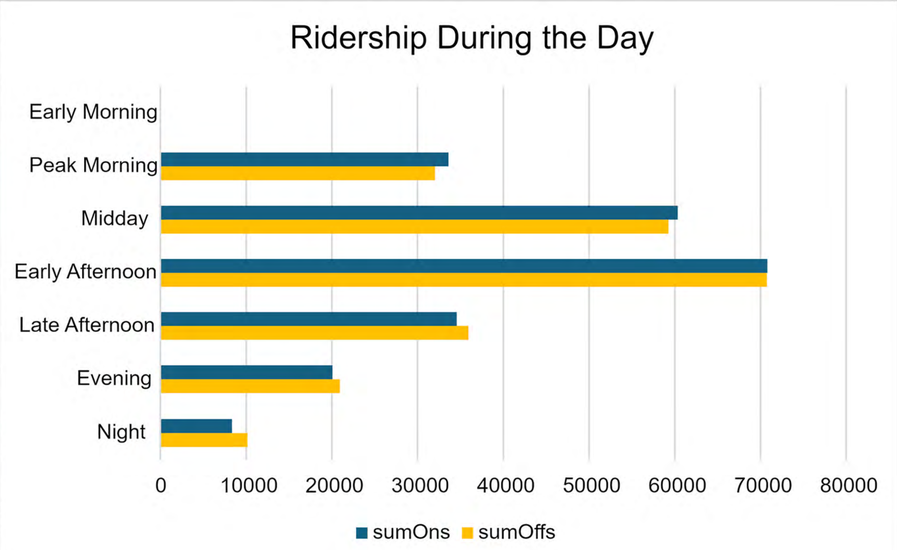


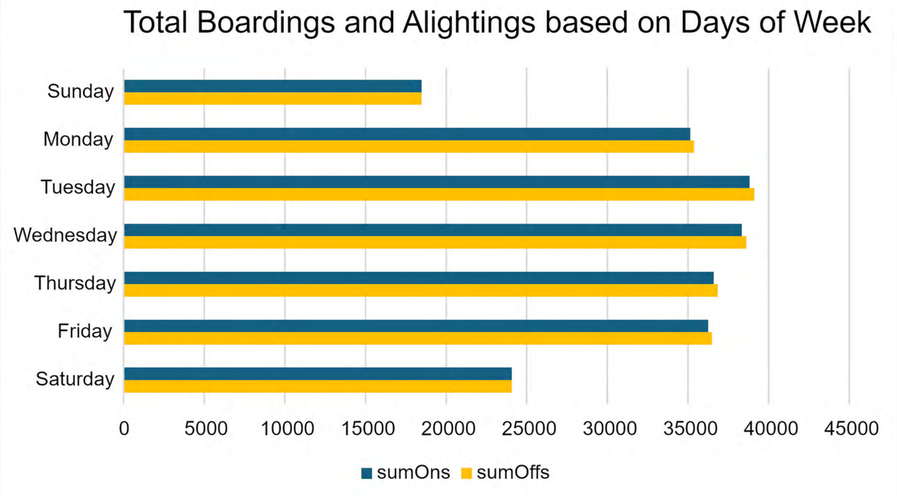


Route 47 Ridership Data for 12-months from October 2025



BEN FRANKLIN TRANSIT



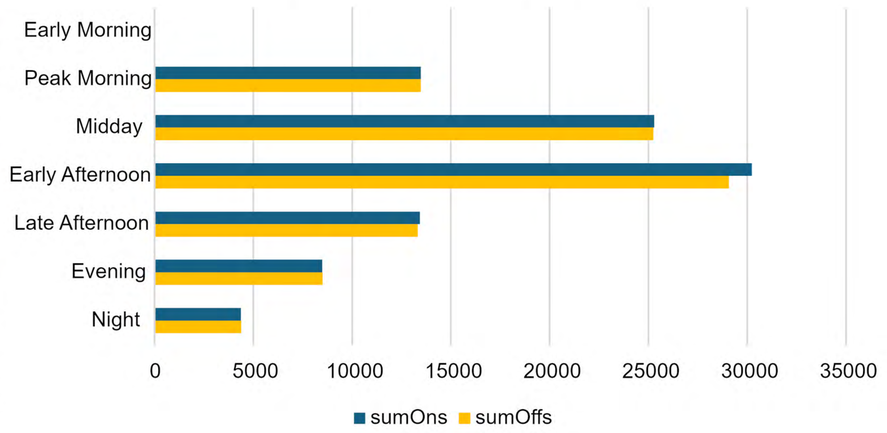


Route 48 Ridership Data for 12-months from October 2025

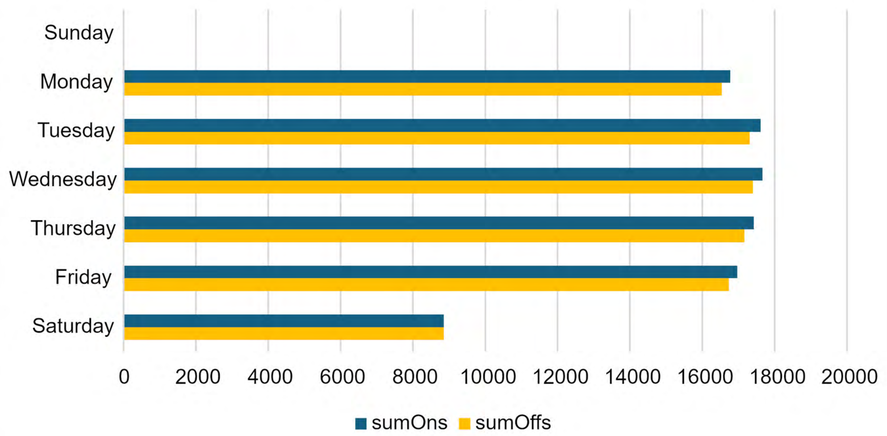


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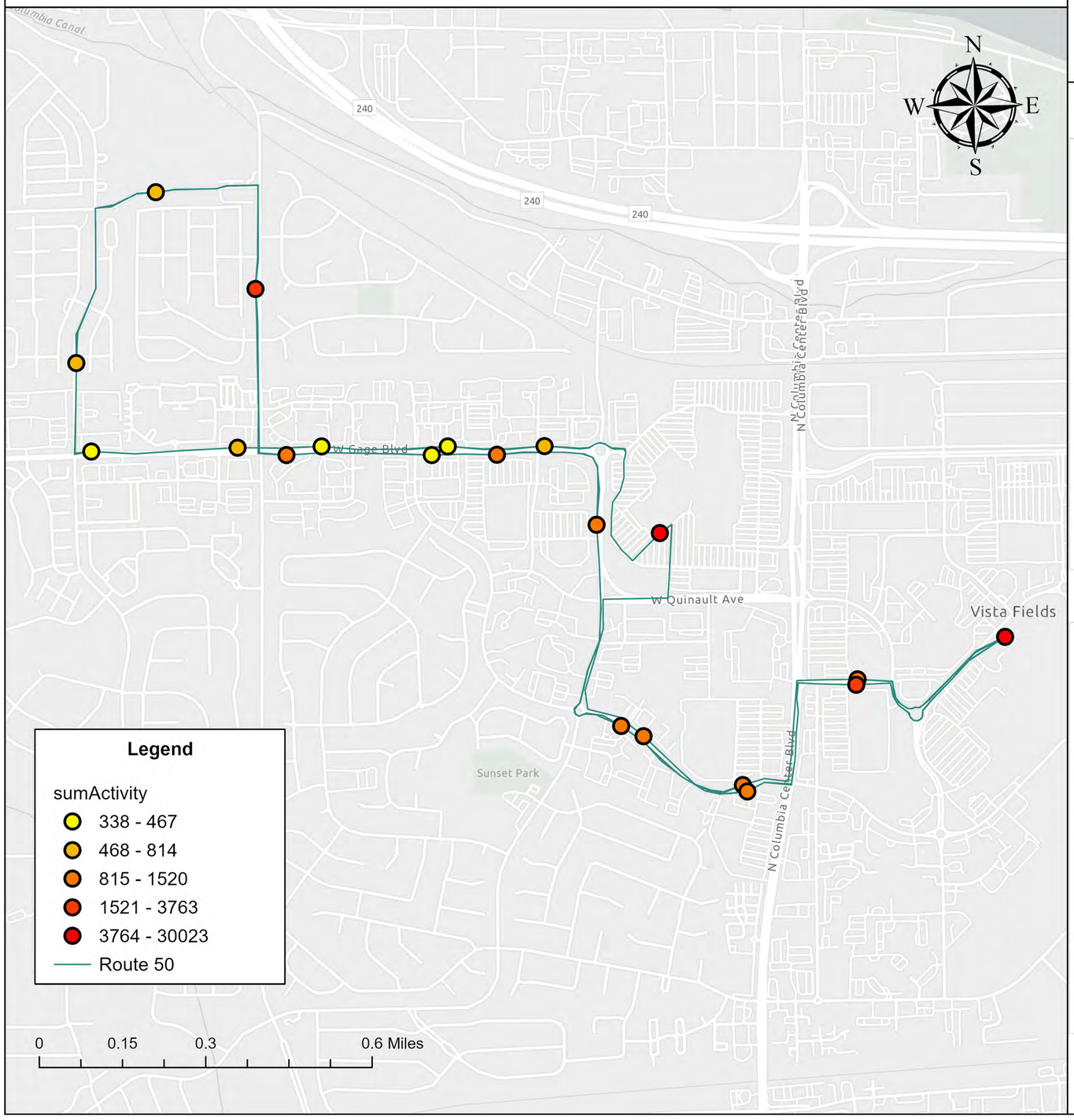
Ridership During the Day



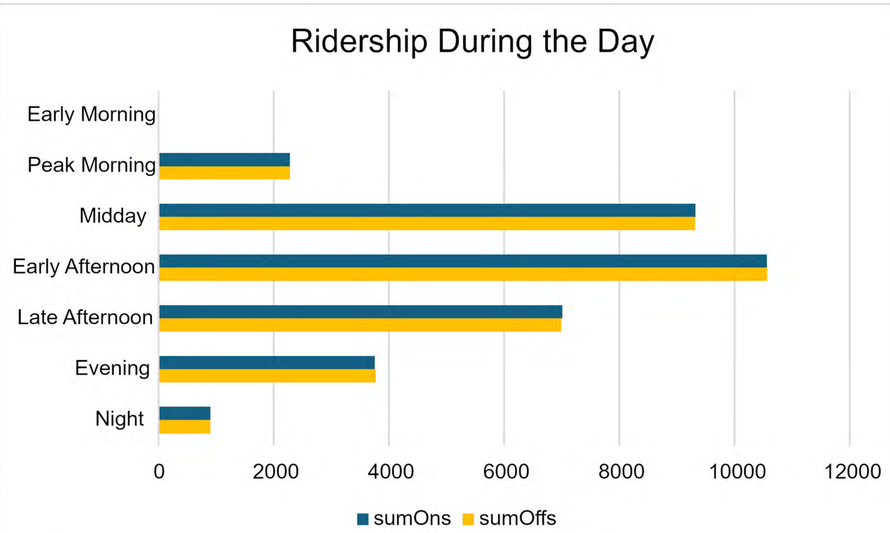
Total Boardings and Alightings based on Days of Week

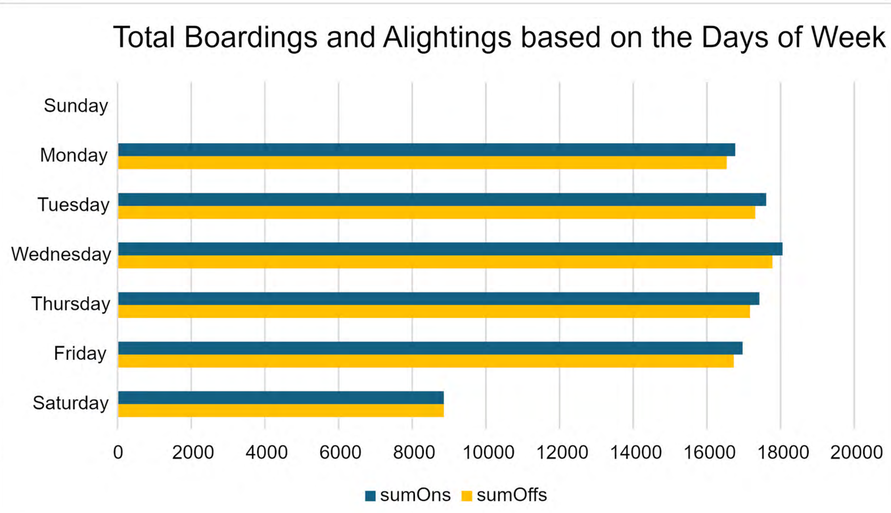


Route 50 Ridership Data for 12-months from October 2025



BEN FRANKLIN TRANSIT

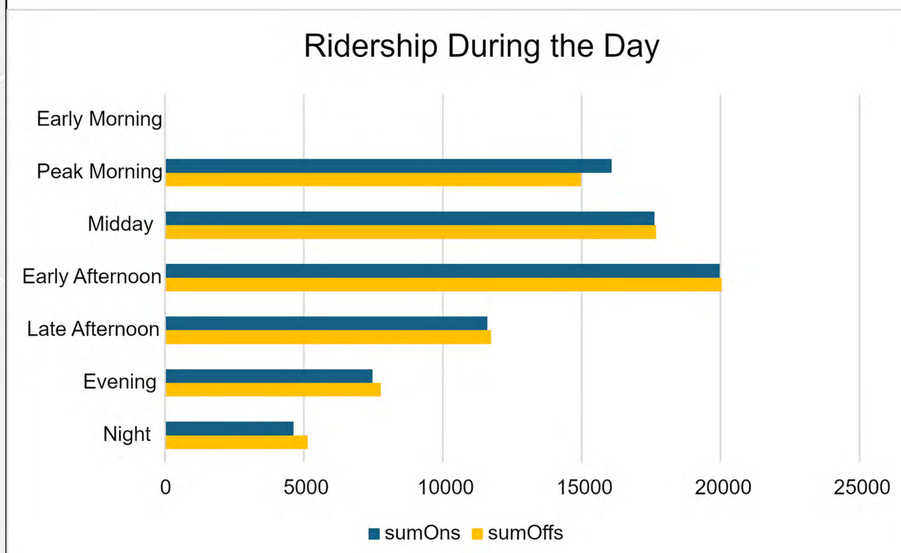


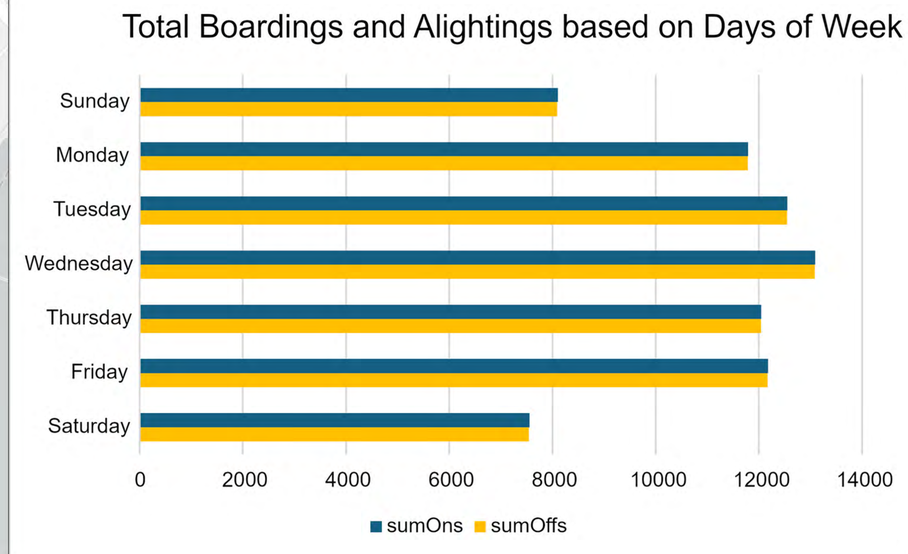


Route 64 Ridership Data for 12-months from October 2025

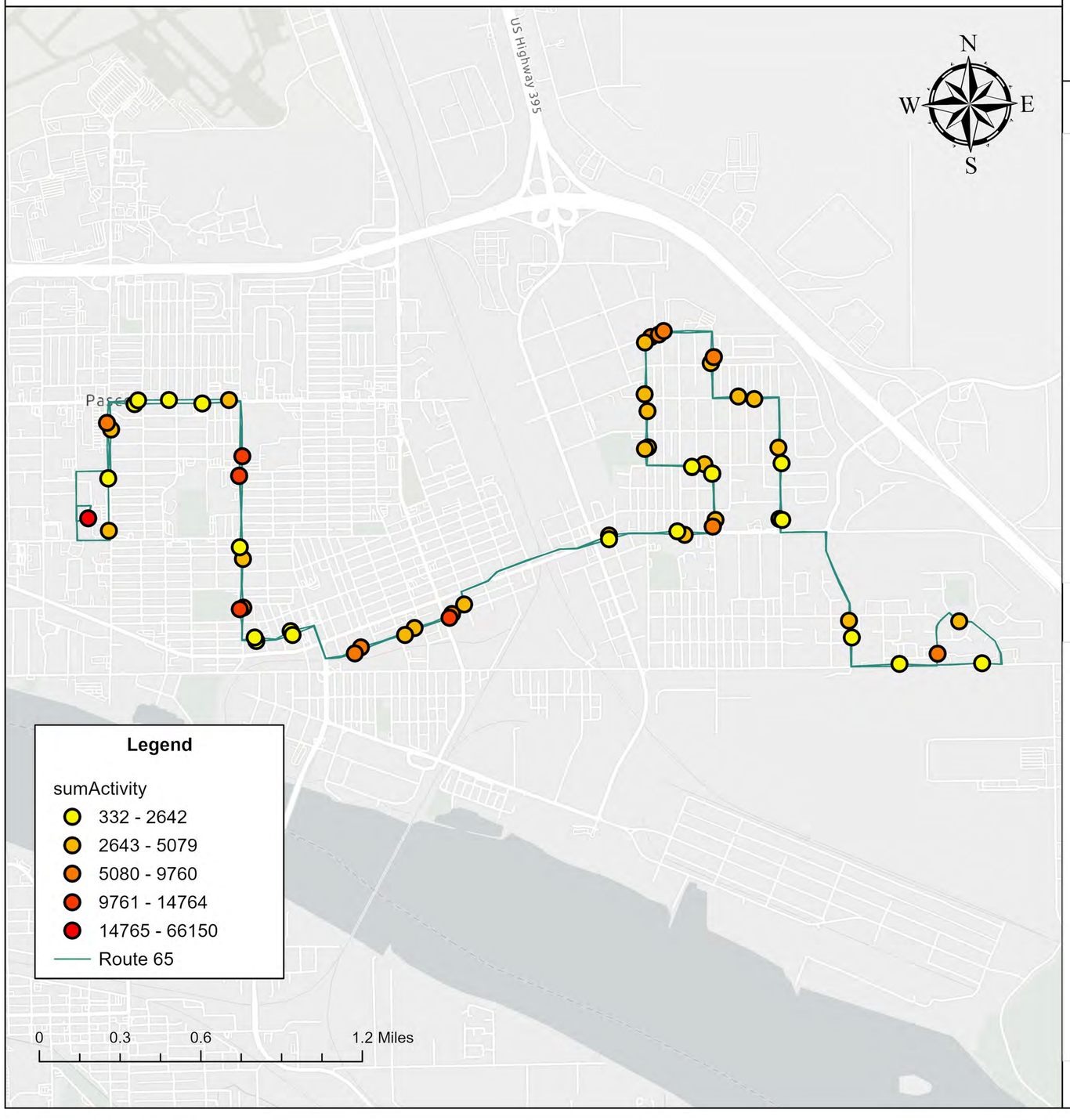


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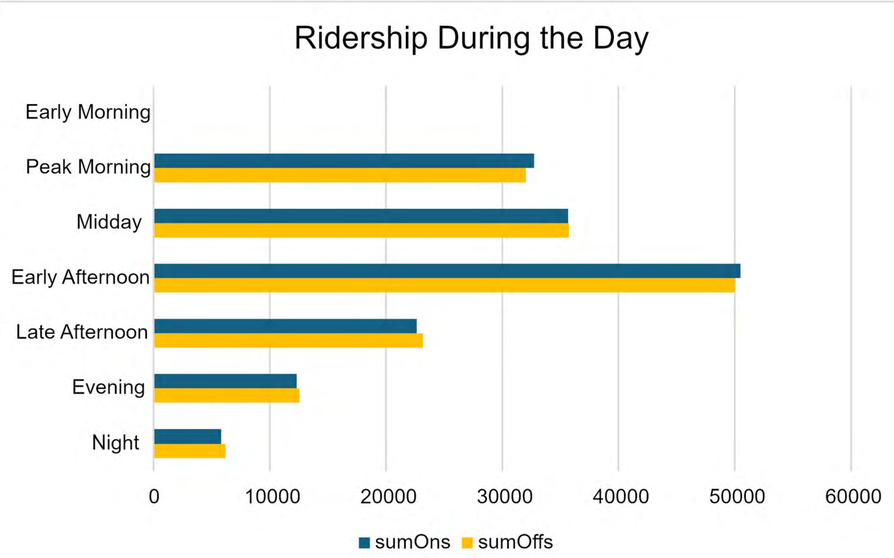


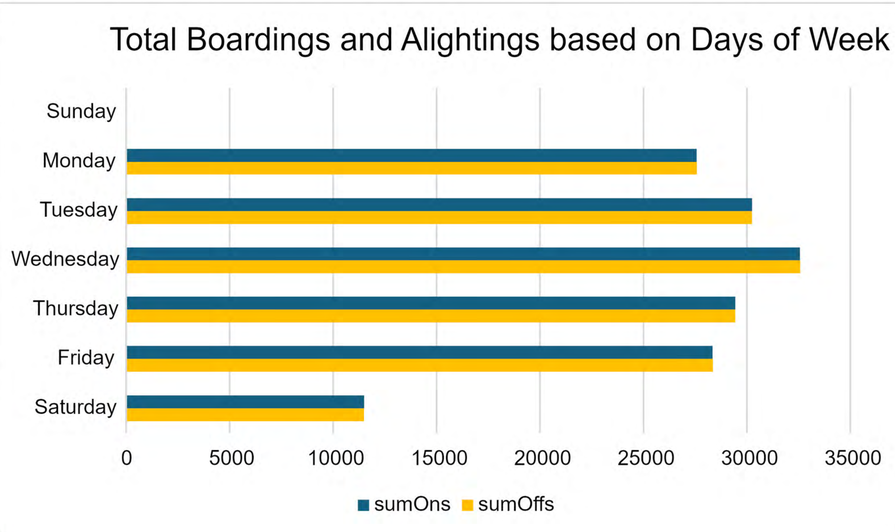


Route 65 Ridership Data for 12-months from October 2025

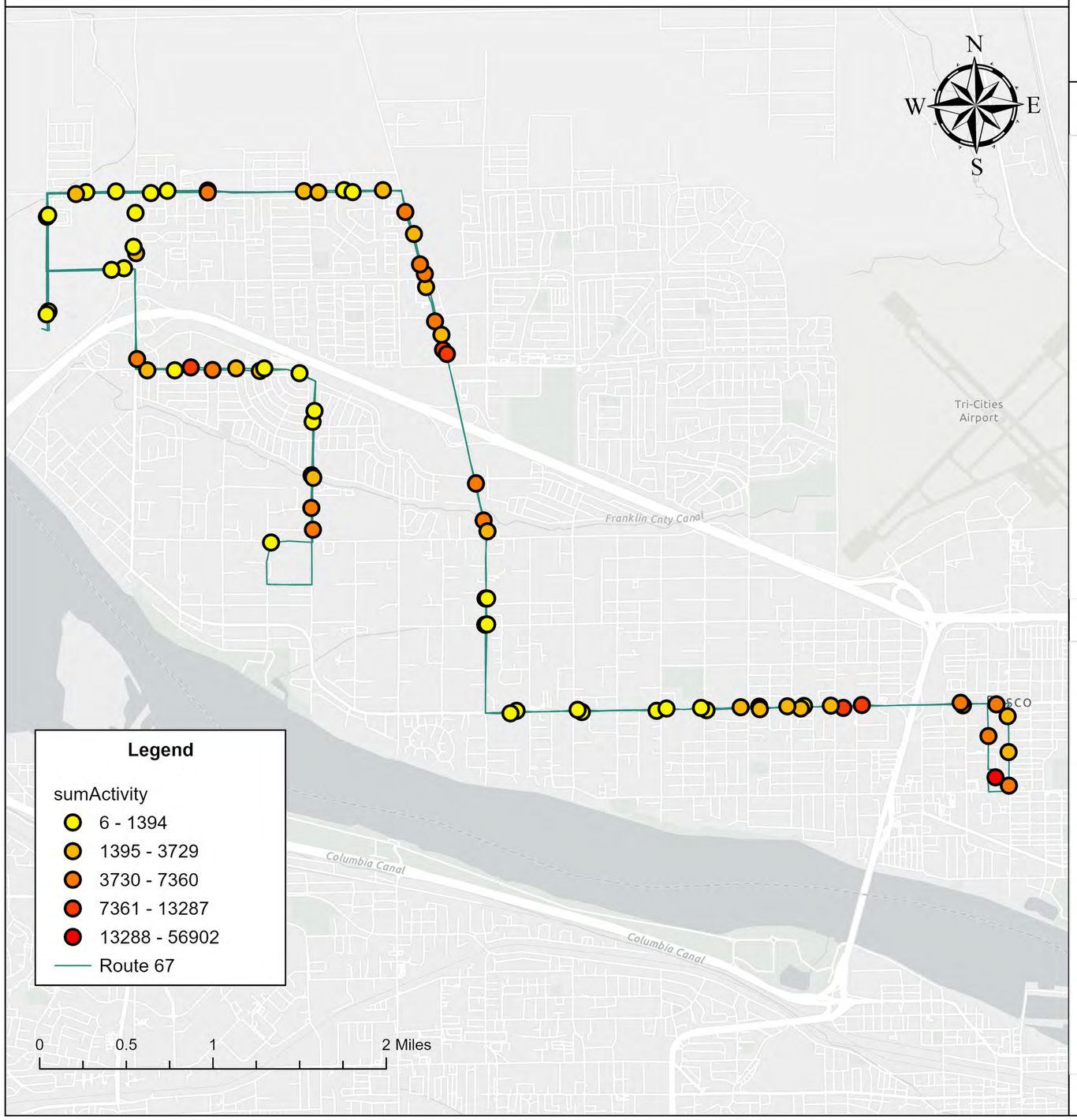


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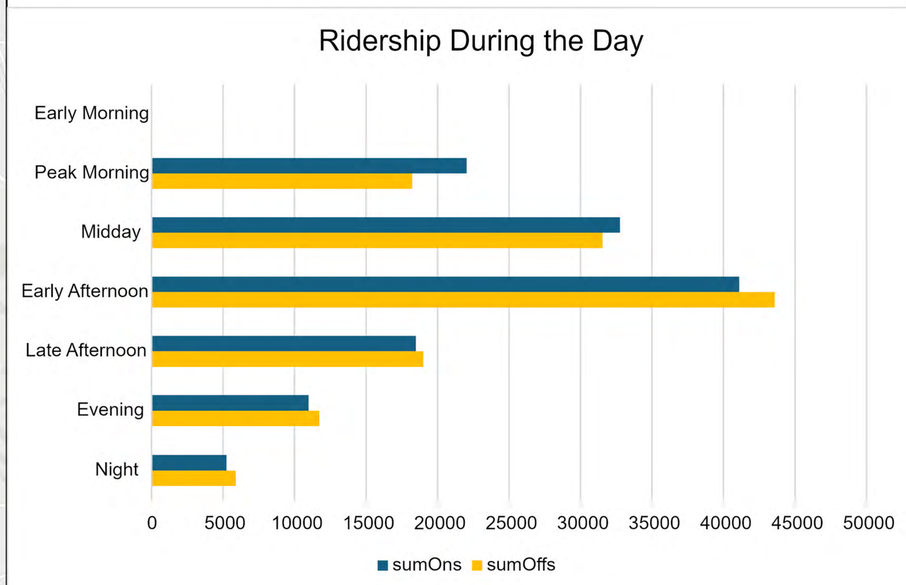


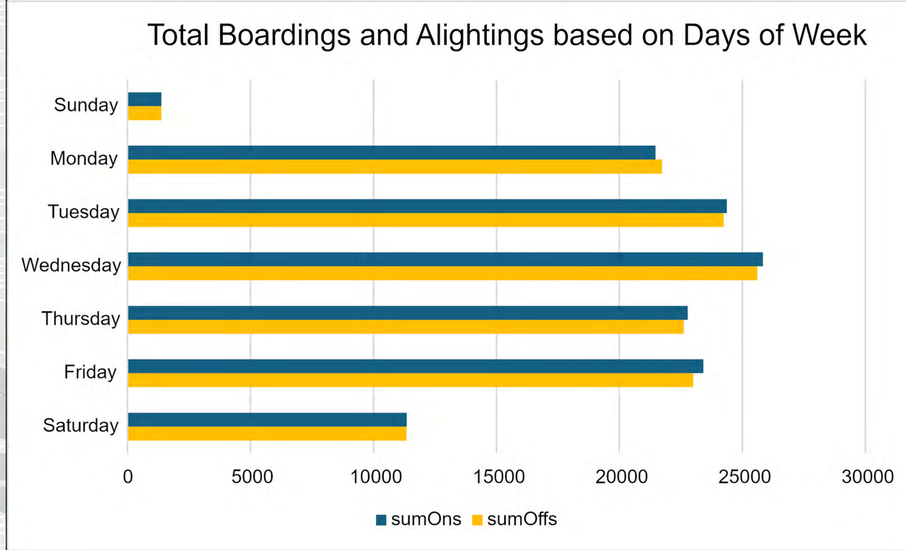


Route 67 Ridership Data for 12-months from October 2025

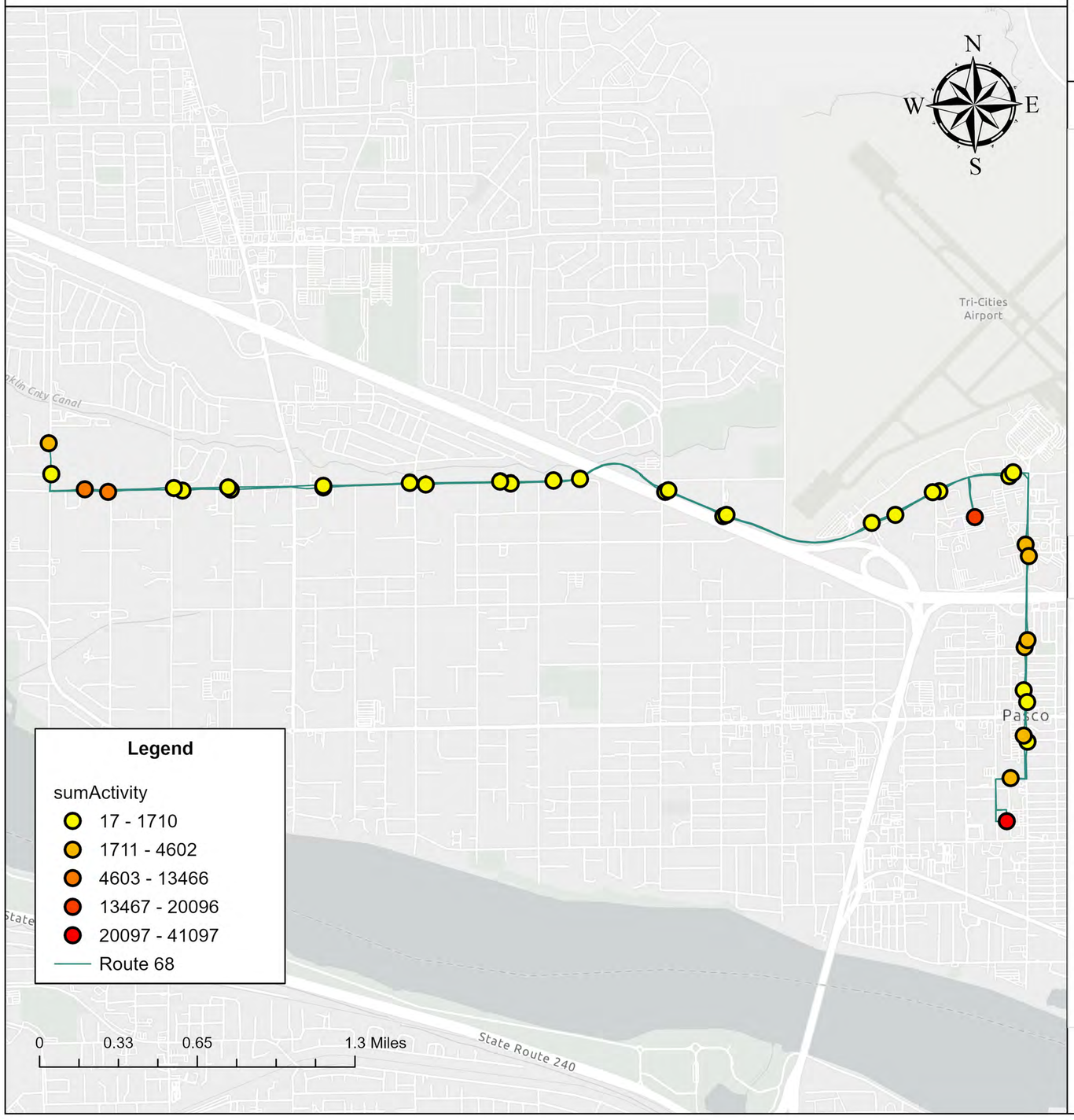


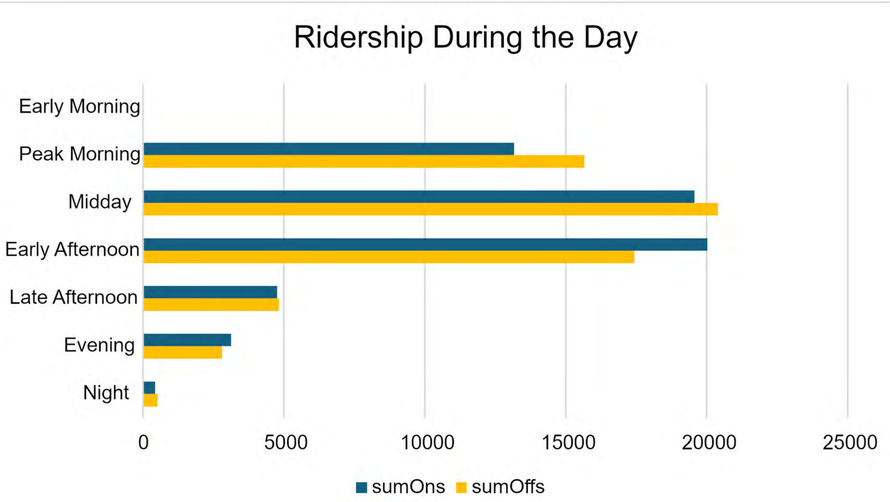
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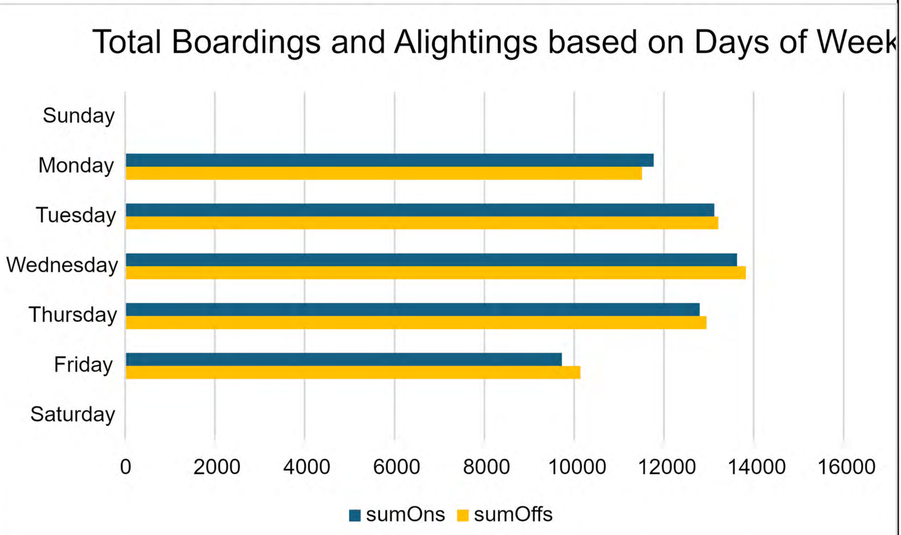




Route 68 Ridership Data for 12-months from October 2025



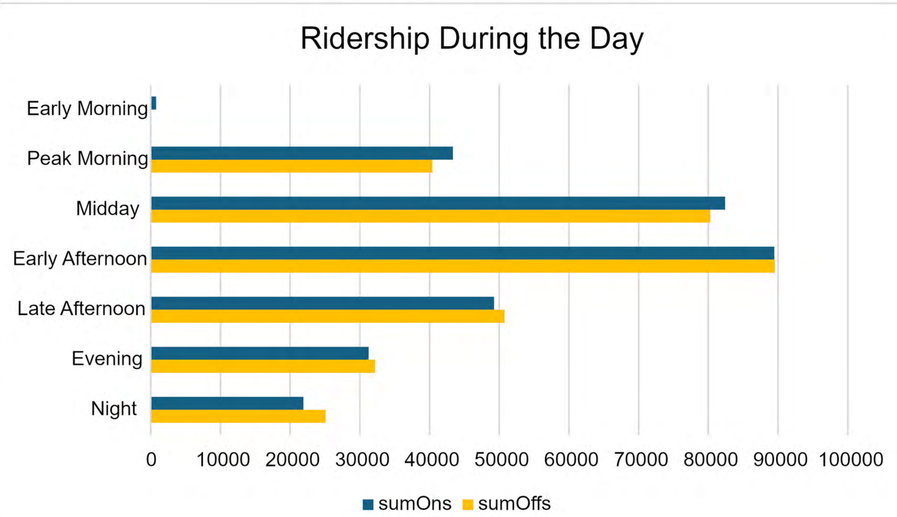


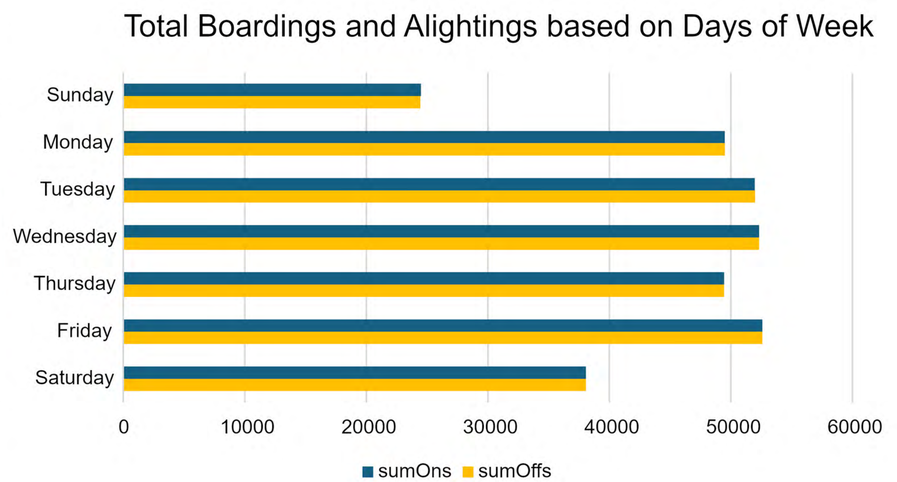


Route 123 Ridership Data for 12-months from October 2025

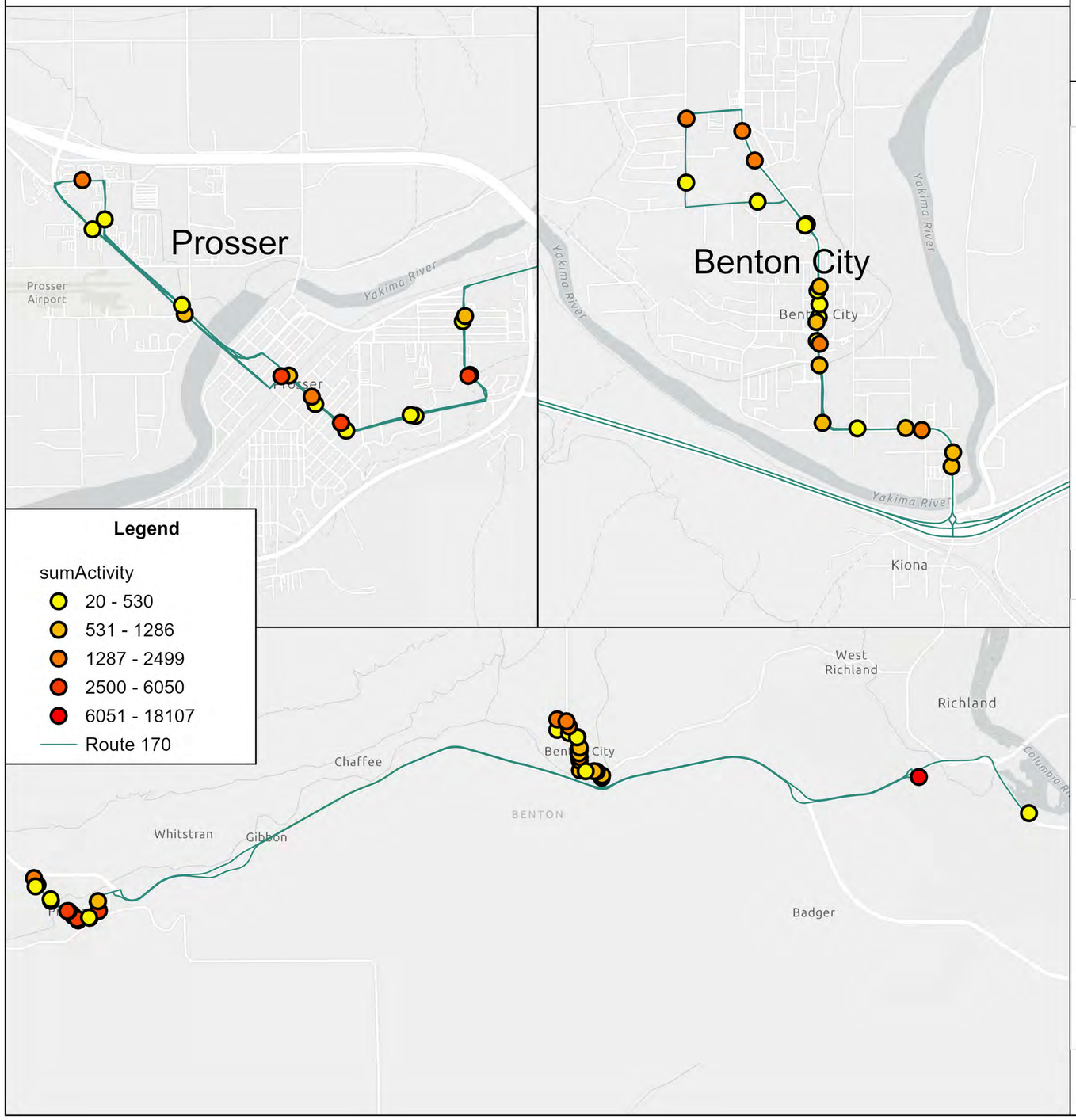


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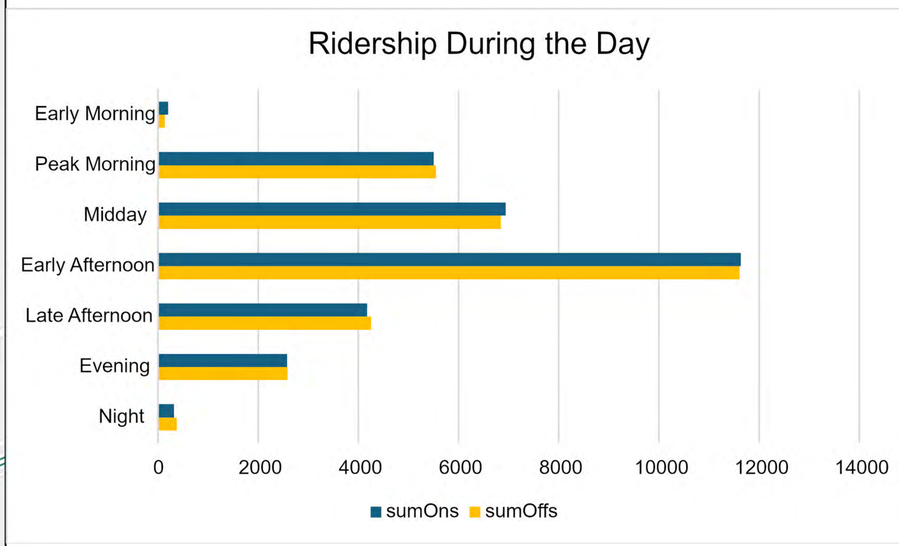


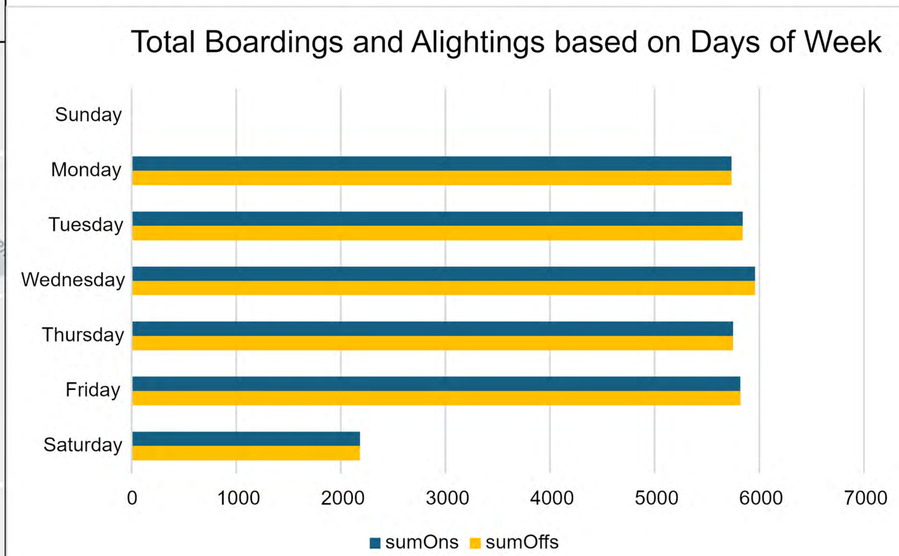


Route 170 Ridership Data for 12-months from October 2025

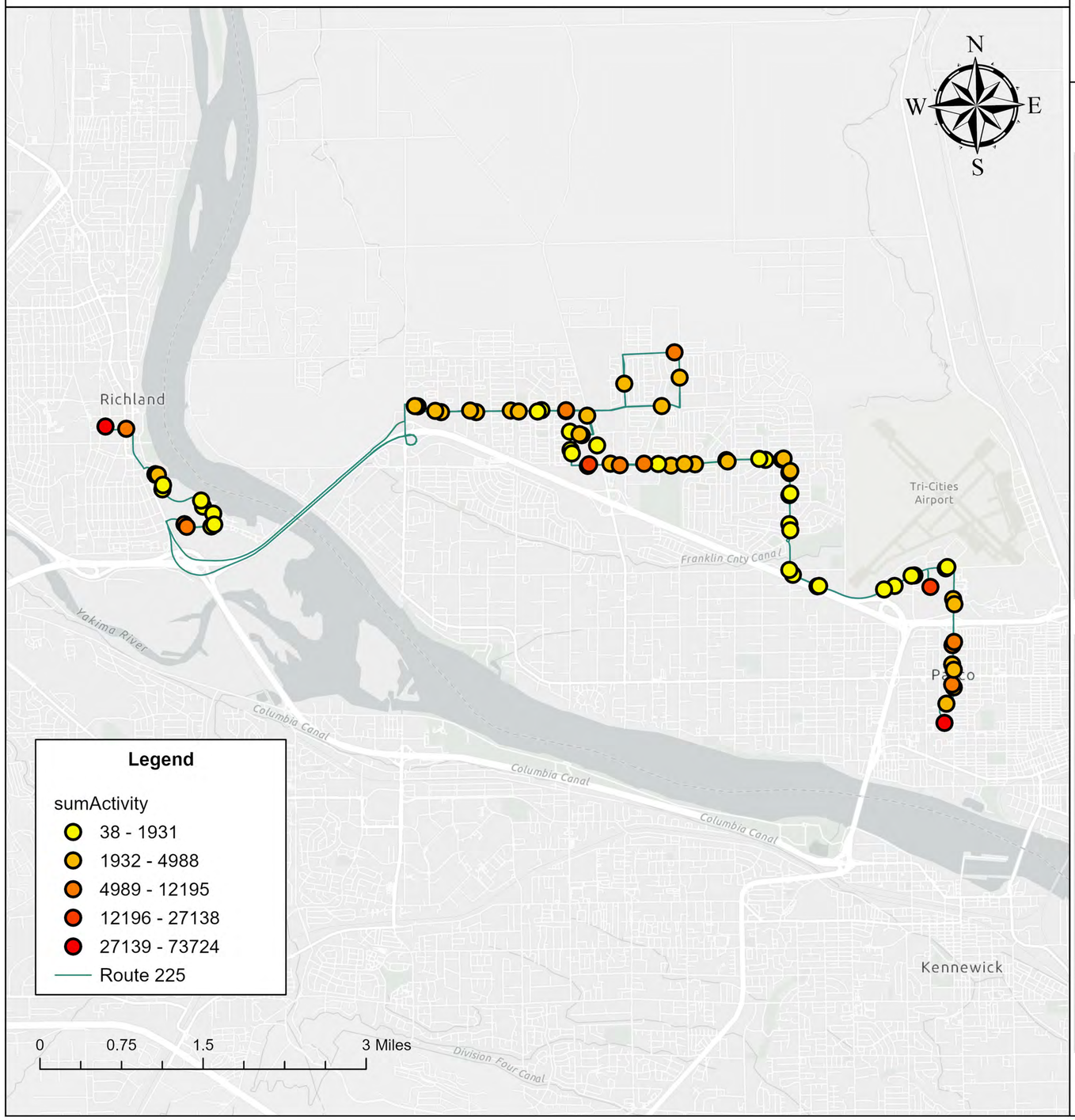


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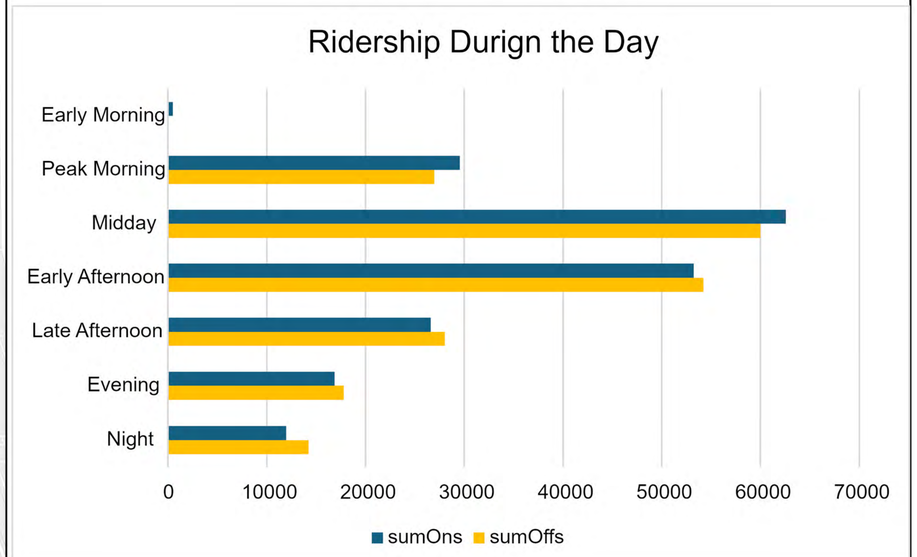


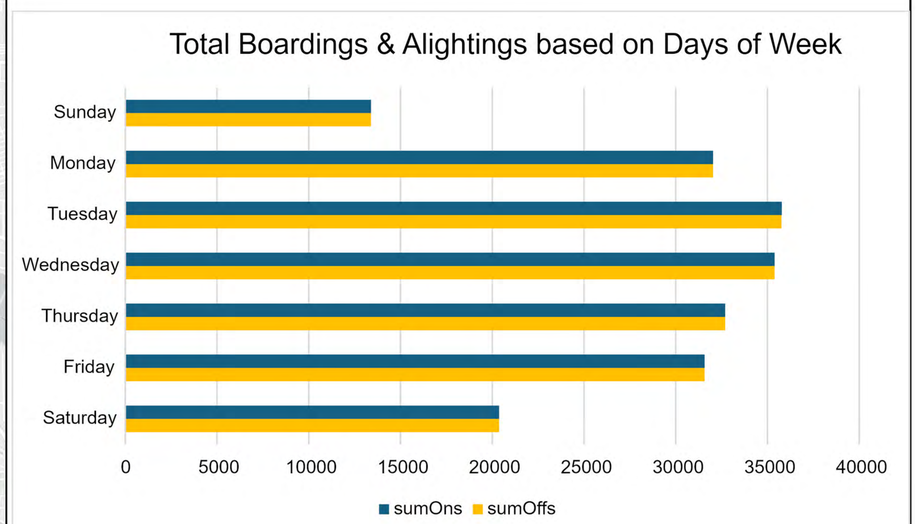


Route 225 Ridership Data for 12-months from October 2025

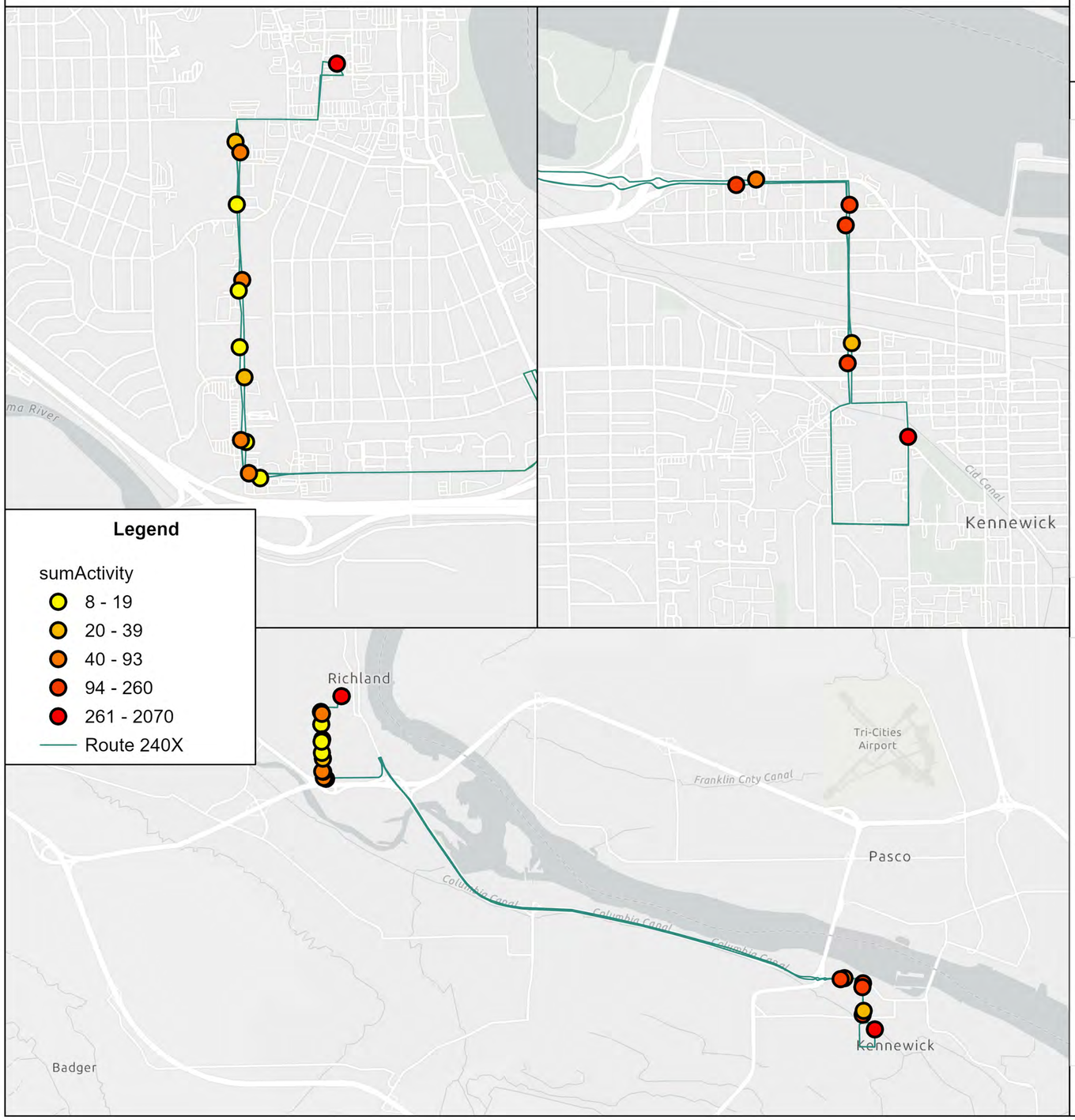


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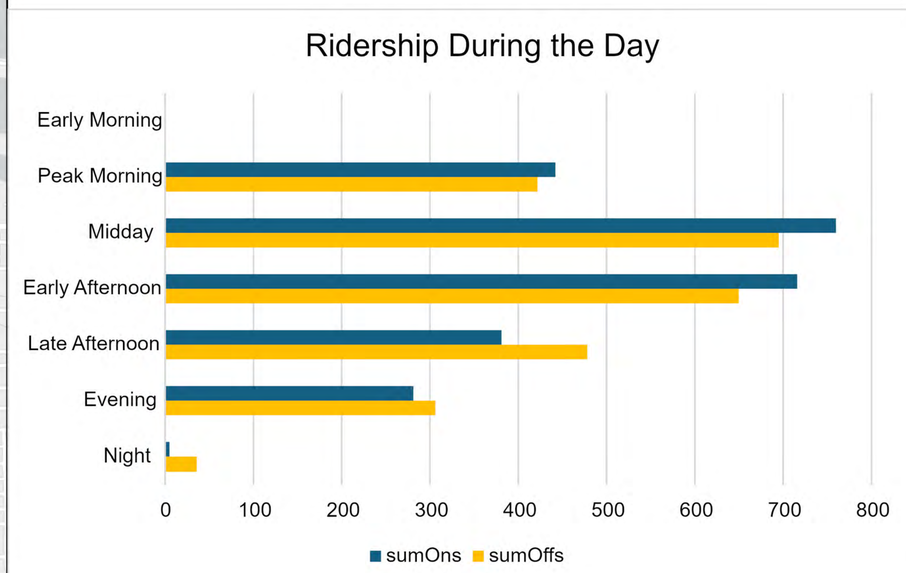


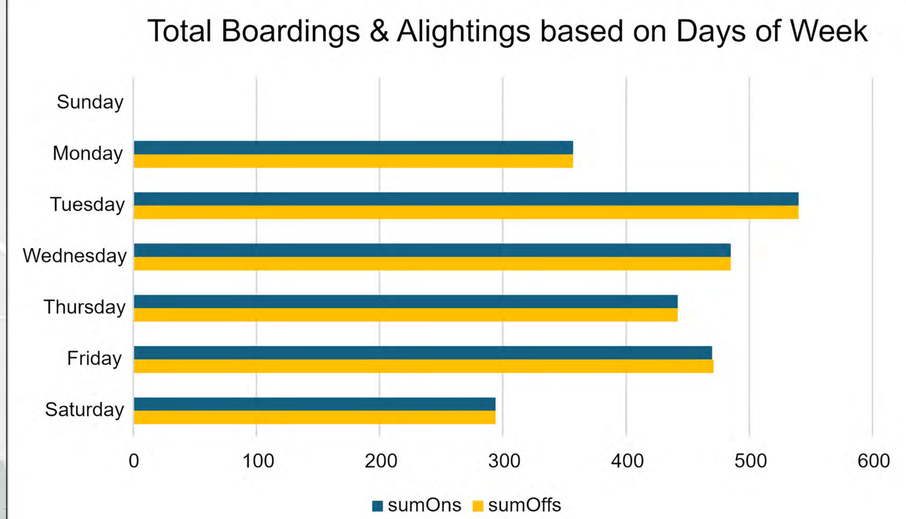


Route 240X Ridership Data for 12-months from October 2025



BEN FRANKLIN TRANSIT



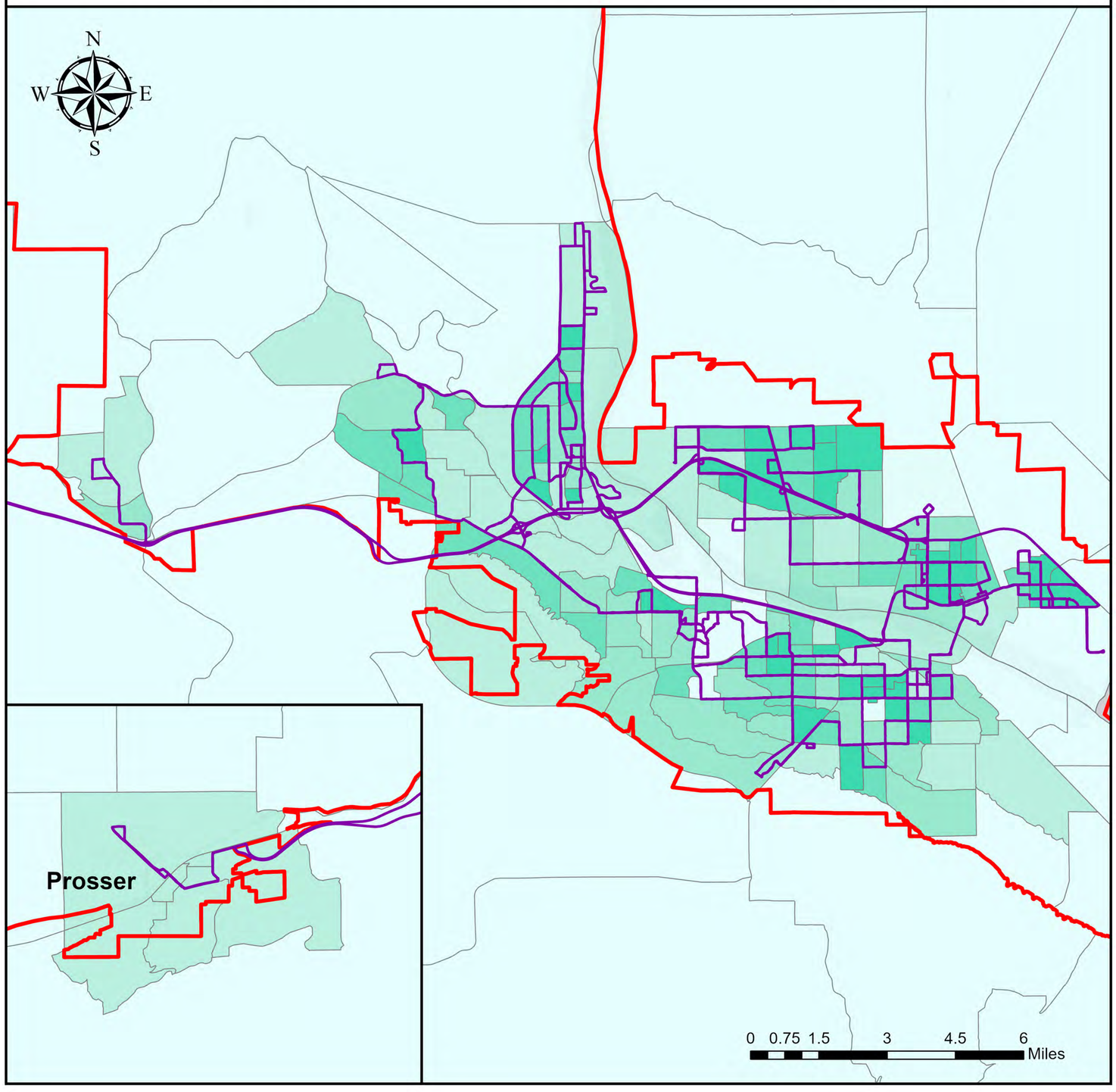


APPENDIX C

Socioeconomic Analysis



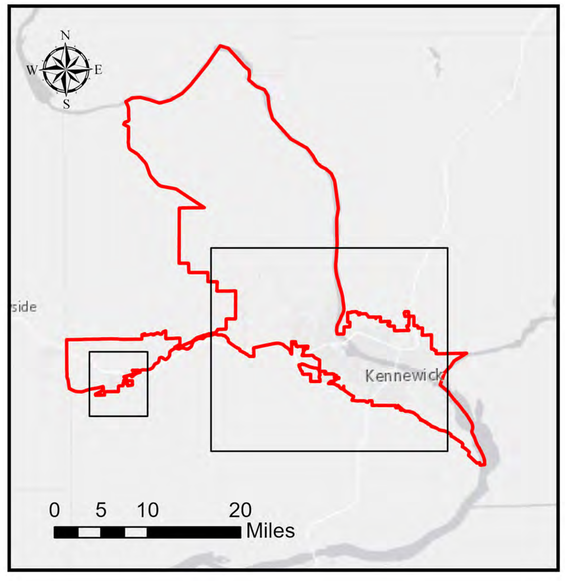
Youth Population Density within PTBA relative to the Routes



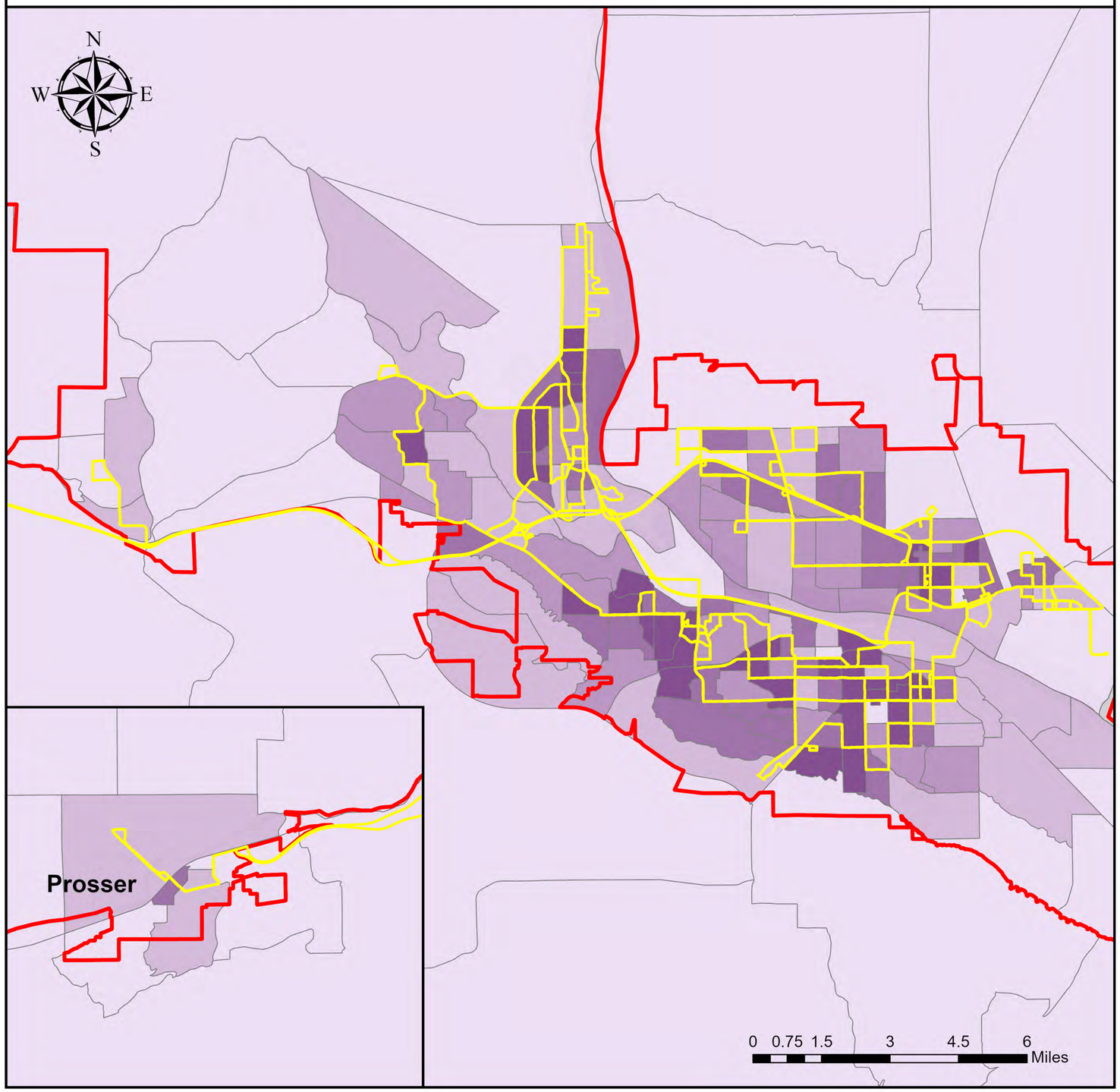
BEN FRANKLIN TRANSIT

Legend

- PTBA
- Youth Density
  - 0.00 - 107.03
  - 107.04 - 359.94
  - 359.95 - 831.33
  - 831.34 - 1636.11
  - 1636.12 - 8393.64
- Routes_Fall2026



Seniors Population Density within PTBA relative to the Routes



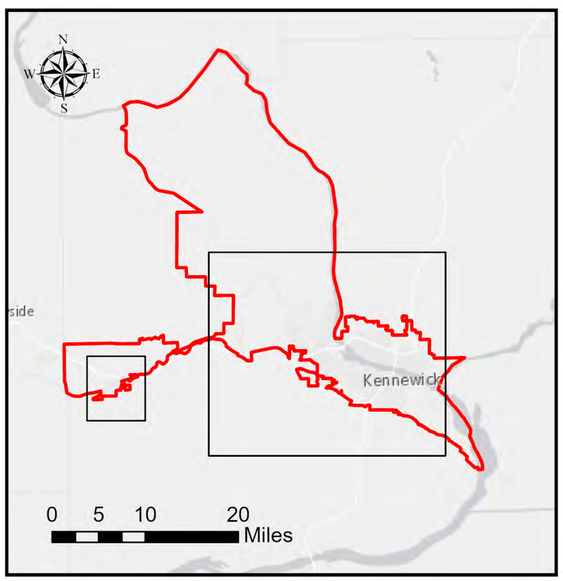
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Legend

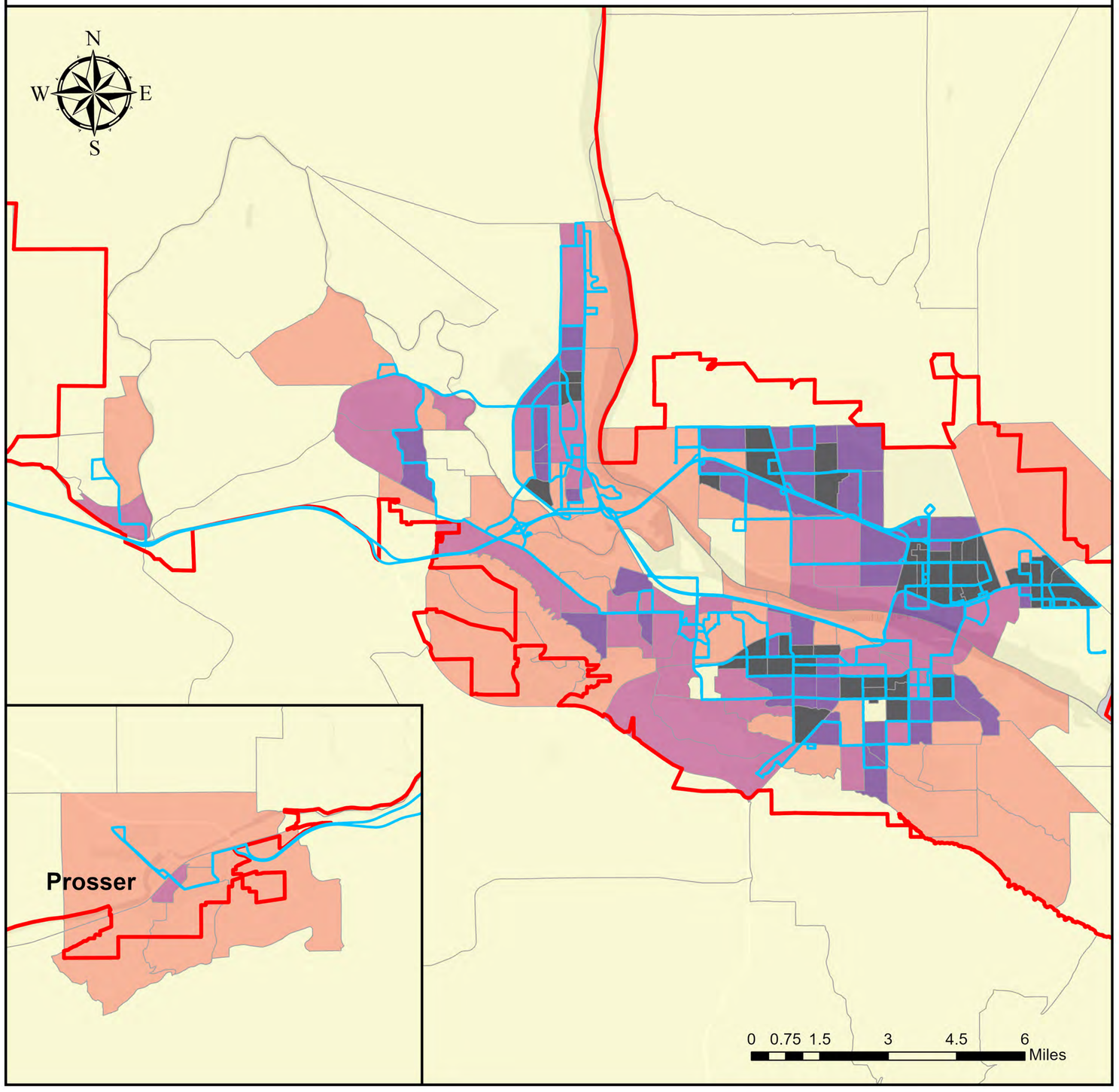
- PTBA

Seniors Density

- 0.00 - 67.51
- 67.52 - 216.52
- 216.53 - 409.11
- 409.12 - 744.65
- 744.66 - 1976.31
- Routes_Fall2026



Minority Density within PTBA relative to the Routes



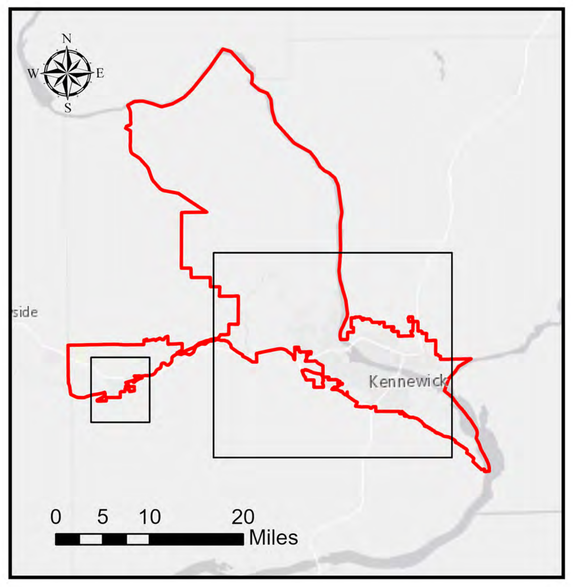
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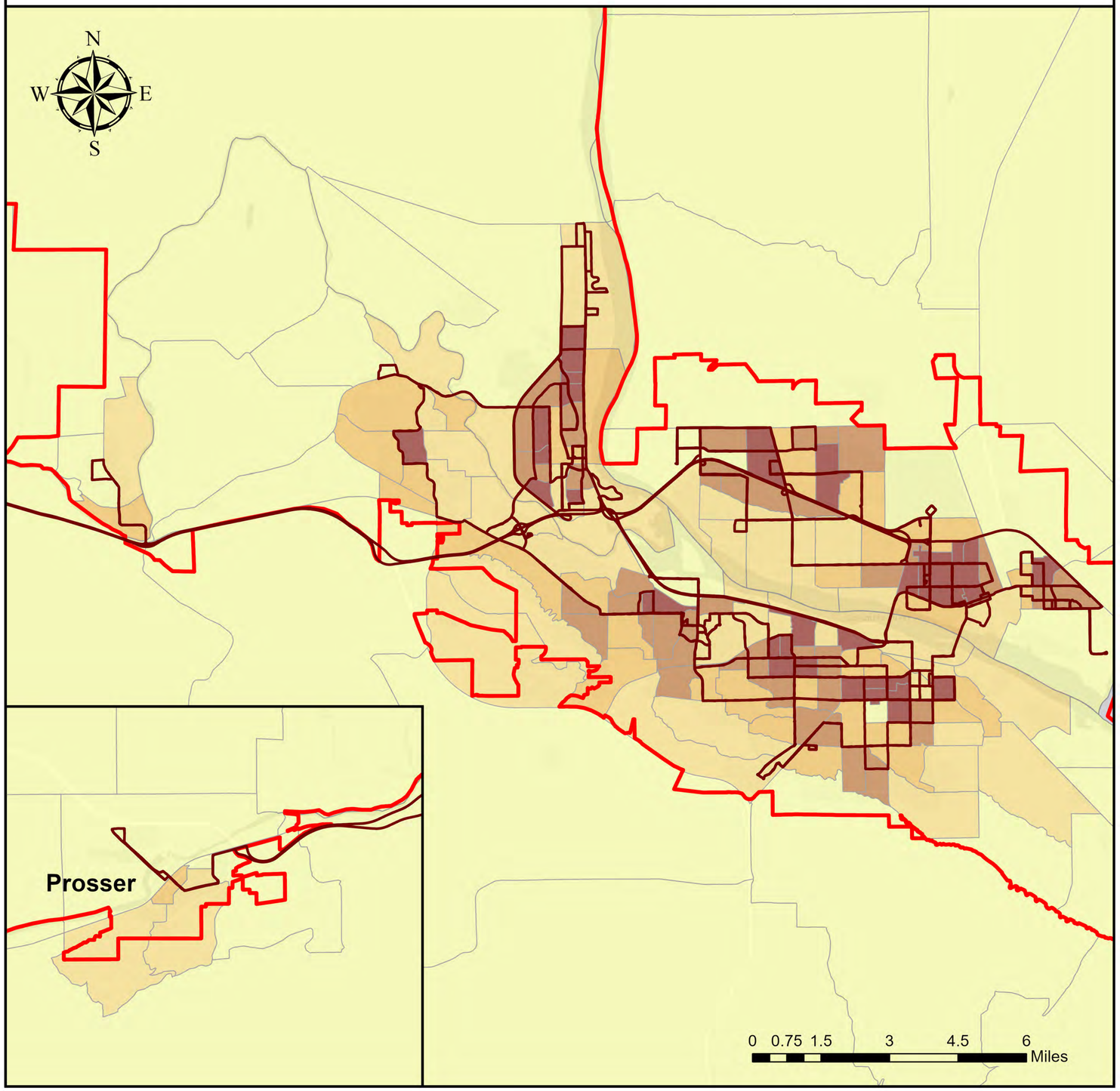
- PTBA

Minority Density

- 0.00 - 110.27
- 110.28 - 377.21
- 377.22 - 859.61
- 859.62 - 2191.51
- 2191.52 - 12555.60
- Routes_Fall2026



Population Density within PTBA relative to the Routes



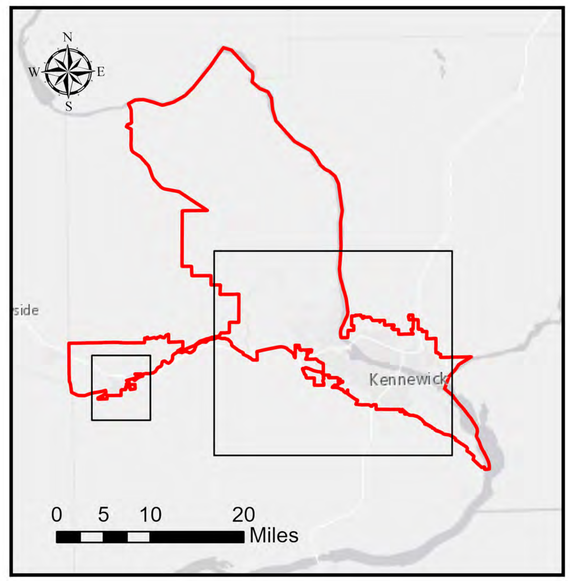
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Legend

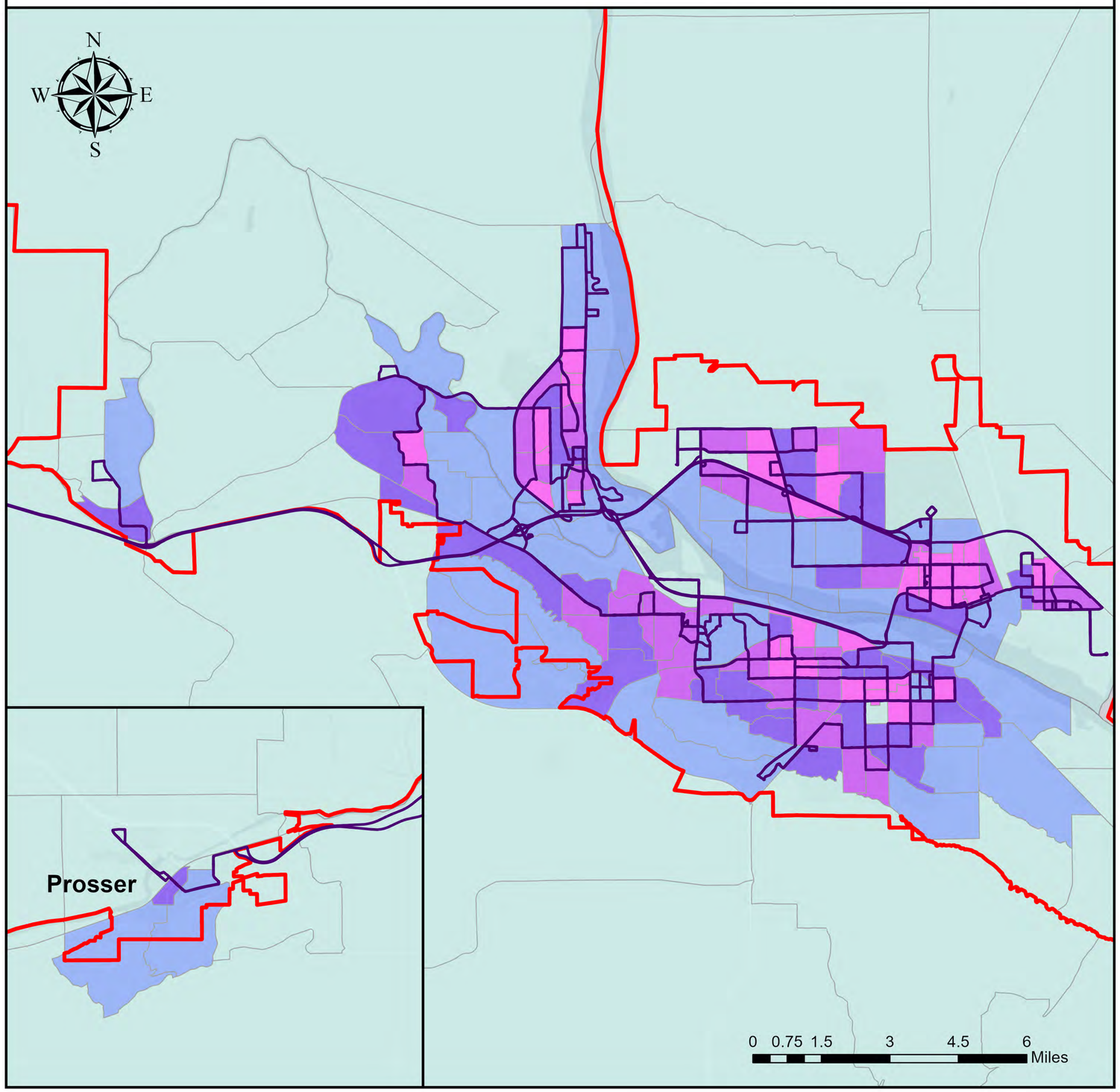
- PTBA

Population Density

- 0.00 - 496.82
- 496.83 - 1702.56
- 1702.57 - 3314.36
- 3314.37 - 5389.39
- 5389.40 - 20614.61
- Routes_Fall2026



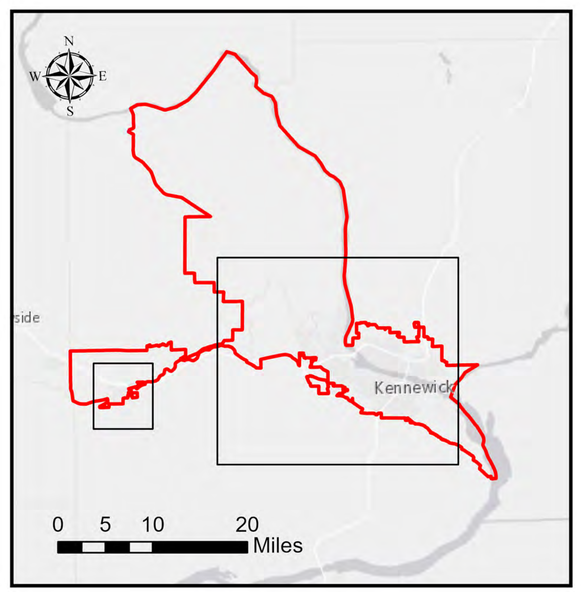
Job & Population Index within PTBA relative to the Routes



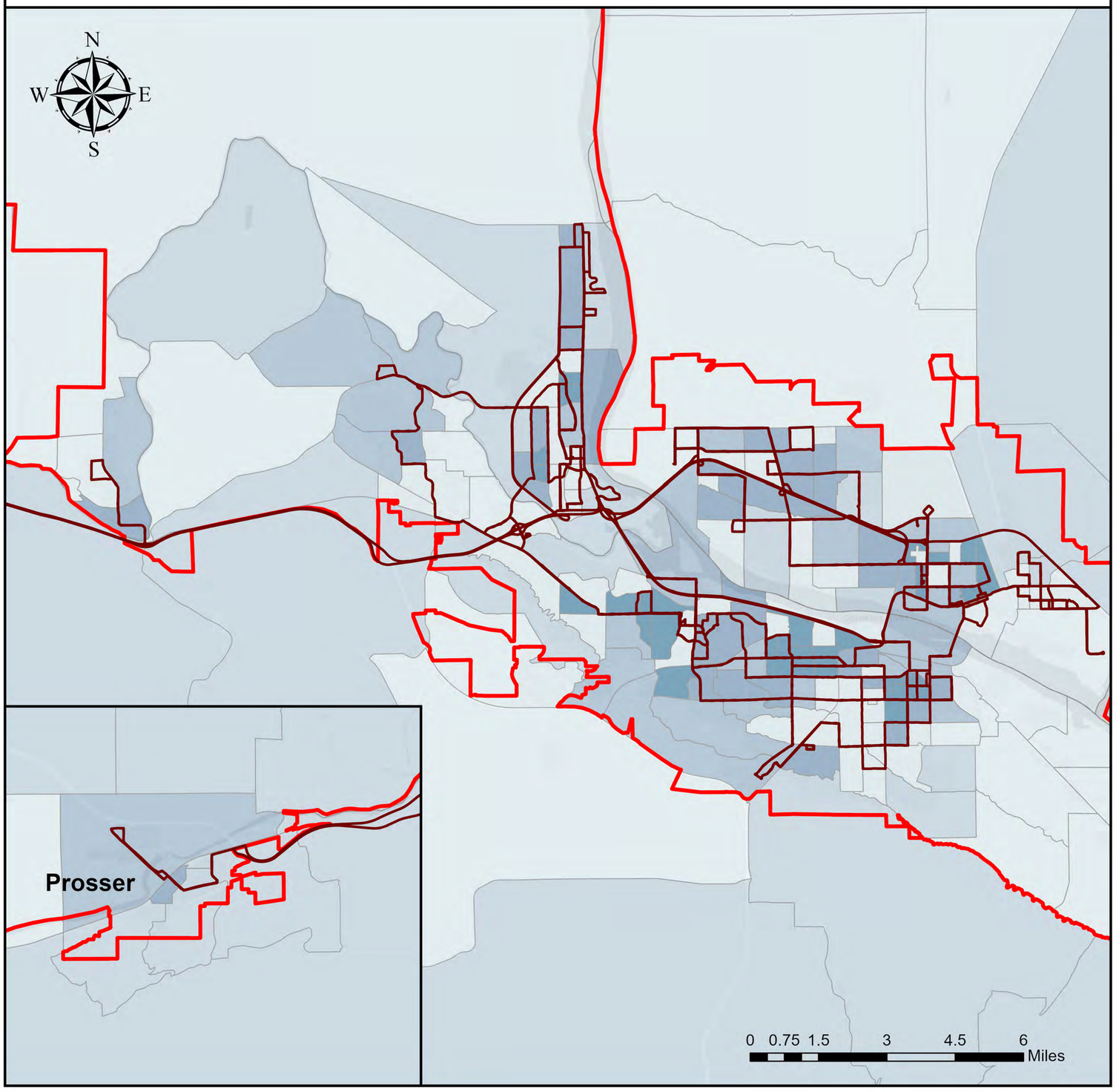
BEN FRANKLIN TRANSIT

Legend

- PTBA
- JOB_POP Index
  - 0.00 - 710.67
  - 710.68 - 2490.21
  - 2490.22 - 4540.96
  - 4540.97 - 7811.01
  - 7811.02 - 27711.56
- Routes_Fall2026



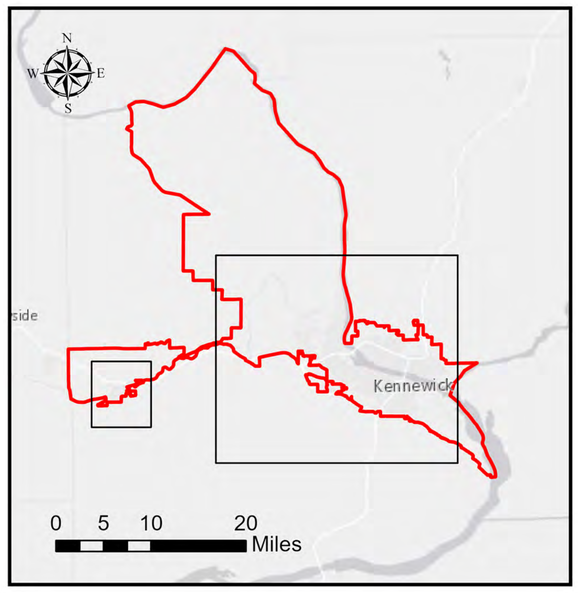
Households with no Vehicle Density within PTBA relative to the Routes



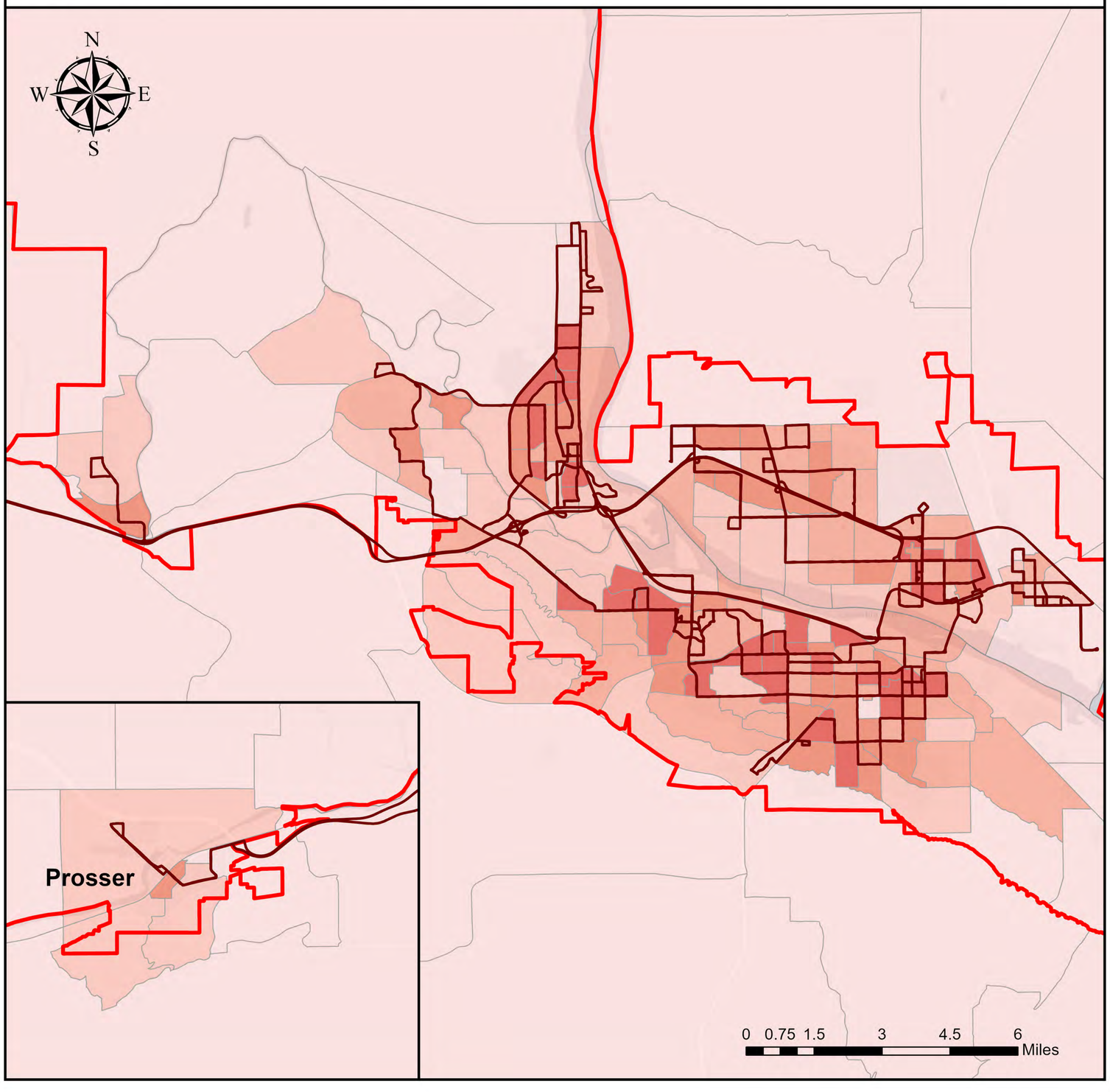
BEN FRANKLIN TRANSIT

Legend

- PTBA
- No vehicle Density
  - 0.00
  - 0.01 - 12.48
  - 12.49 - 41.49
  - 41.50 - 167.49
  - 167.50 - 2070.52
- Routes_Fall2026



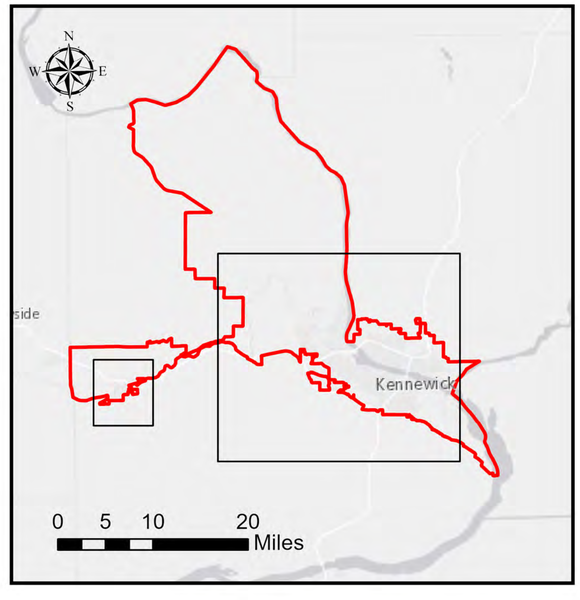
Population with Disability Density within PTBA relative to the Routes



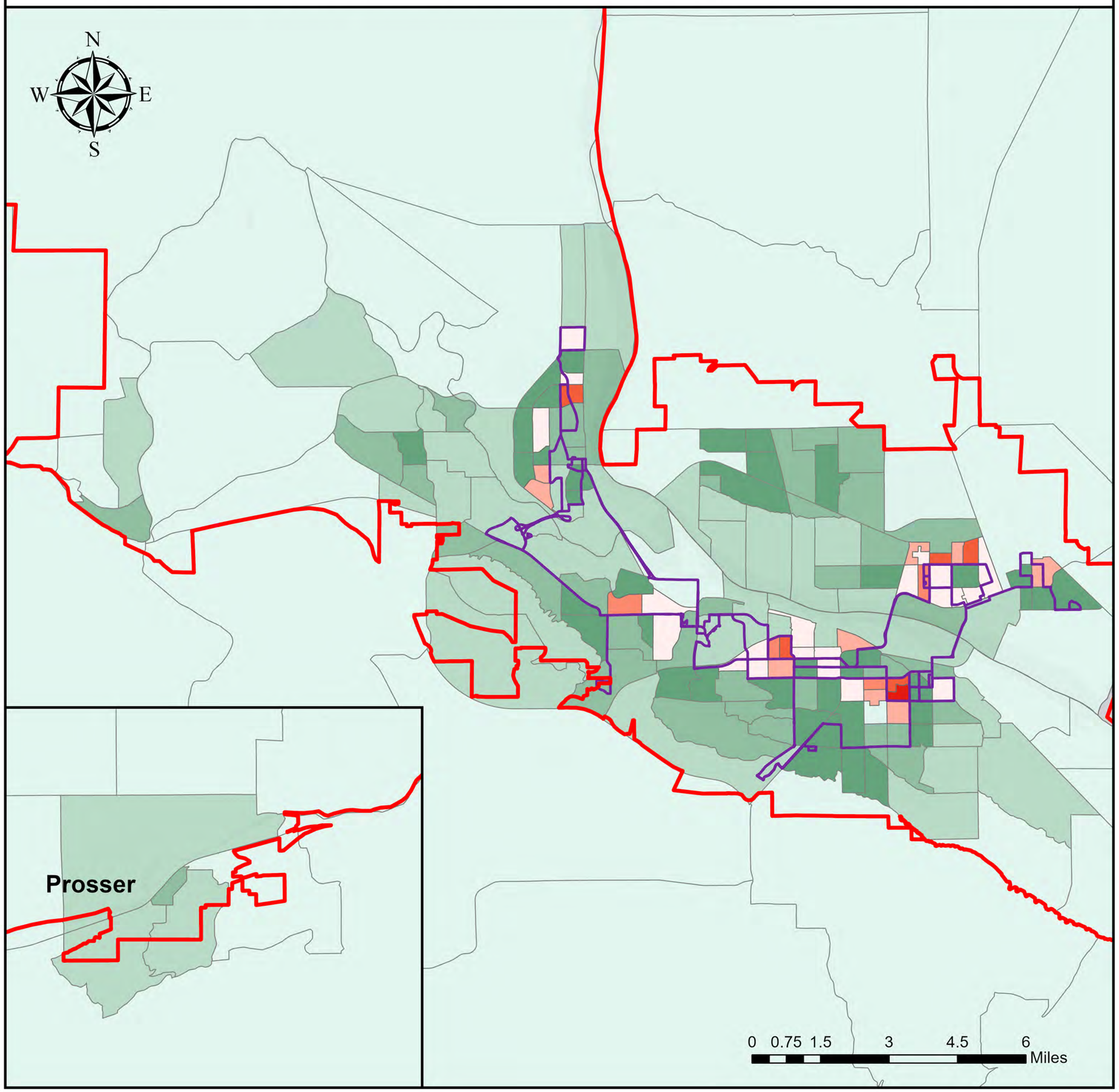
BEN FRANKLIN TRANSIT

Legend

- PTBA
- Disability Density
  - 0.00 - 46.57
  - 46.58 - 172.24
  - 172.25 - 342.81
  - 342.82 - 640.74
  - 640.75 - 3394.78
- Routes_Fall2026



Transit Propensity Index & Access to Opportunities Routes



BEN FRANKLIN TRANSIT

Legend

PTBA

PTBA

Transit Propensity Index Top 20% BG

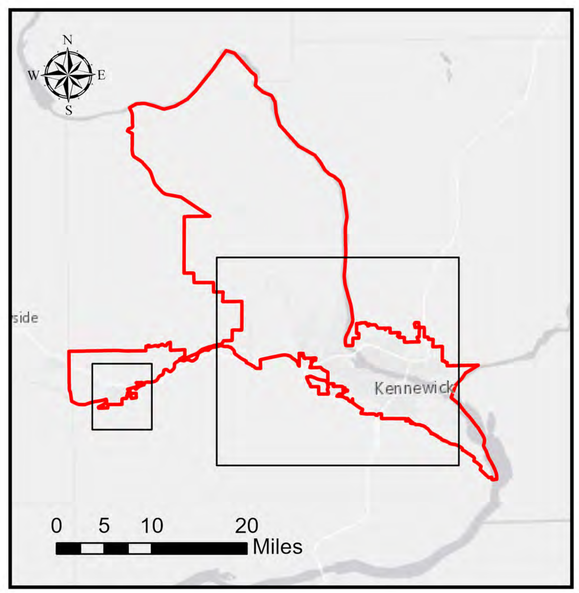
- 118.92 - 149.79
- 149.80 - 196.44
- 196.45 - 251.41
- 251.42 - 386.68
- 386.69 - 598.33

Transit Propensity Index

- 6.00 - 17.18
- 17.19 - 36.76
- 36.77 - 72.52
- 72.53 - 116.76
- 116.77 - 598.33

Access to Opportunity Routes

Access to Opportunity Routes



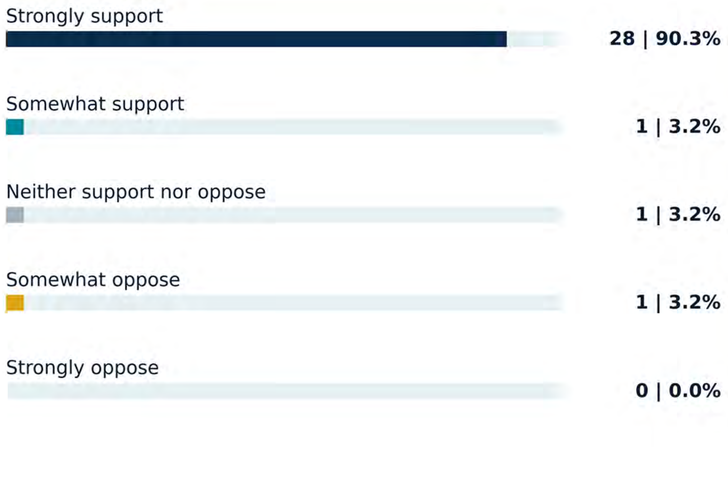
APPENDIX D

Internal and External Outreach Data Analysis

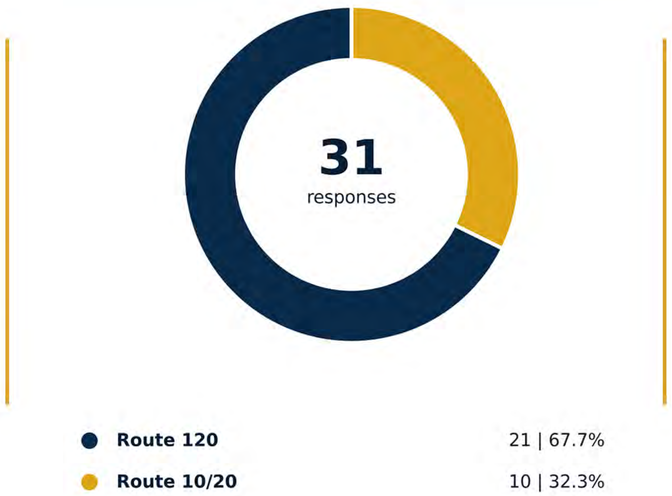


2027 Annual Service Plan Internal Survey

Support for Proposed Route 49



West Richland Route Preferences



What Operators Suggested

The internal survey for the 2027 Annual Service Plan received 31 responses. Staff expressed strong support for the proposed West Clearwater Route 49: 29 respondents (93.5%) supported the route, including 28 who strongly supported it. One respondent was neutral, and one somewhat opposed it. Comments emphasized expanding coverage to growing residential areas, serving apartments and multifamily housing, and improving access to Desert Hills Middle School and employment destinations.

For West Richland, 21 respondents (67.7%) preferred Route 120, while 10 (32.3%) preferred Route 10/20. Comments favoring Route 120 highlighted simpler routing, clearer passenger information, and travel without switching buses. Other comments emphasized the operating flexibility offered by Route 10/20, including the ability to adjust service on individual portions of the route.

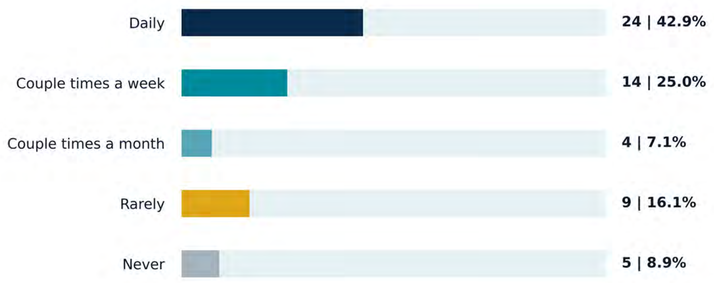
Additional suggestions addressed service to Finley, Horn Rapids, and growing neighborhoods; frequency and operating-hour adjustments; and improved running time and recovery opportunities. Staff also identified bus stop lighting, stop locations, and future transit facilities as areas for consideration.

Main Themes Discussed

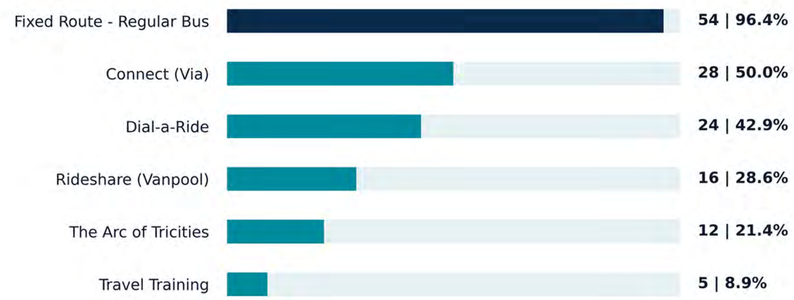


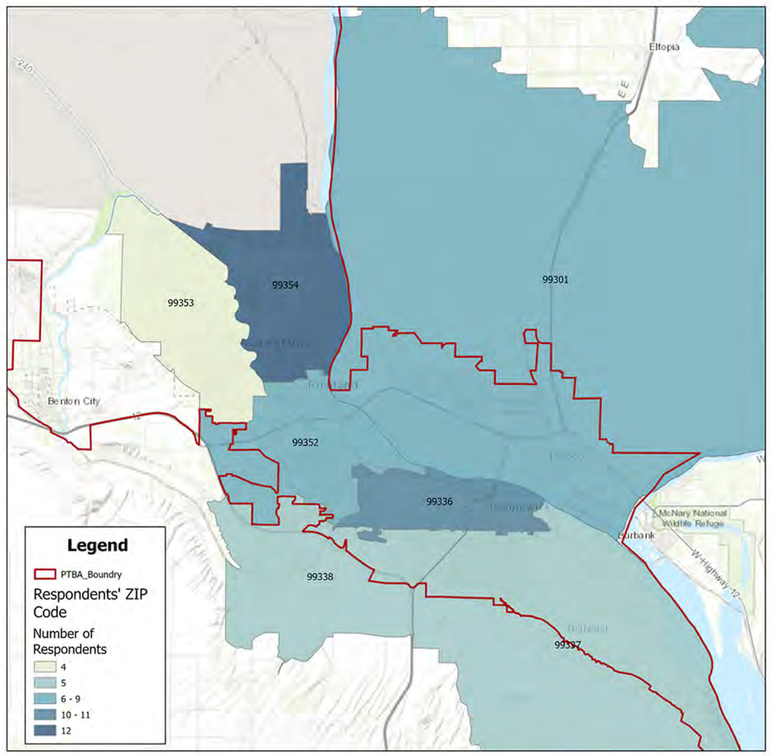
2027 Annual Service Plan External Survey

How Often Participants Use BFT Service



Services Used or Heard of by Participants





Participants Distribution within PTBA

The public survey received 56 responses, with 55 respondents providing a usable ZIP code. Participation was highest in ZIP codes 99354 (Richland-12 respondents) and 99336 (Kennewick-11 respondents), followed by 99301 (Pasco) and 99352 (Richland) with each having nine respondents. Participants also represented ZIP codes 99337, 99338, and 99353. Most of them were frequent riders: 24 (42.9%) reported using BFT daily, and 14 (25.0%) used it a couple of times a week.

Fixed-route bus service was the most commonly used or recognized service, selected by 54 respondents (96.4%), followed by CONNECT (50.0%), Dial-A-Ride (42.9%), and Rideshare (28.6%). The Arc of Tri-Cities and Travel Training were selected by 21.4% and 8.9%, respectively.

Emerging Themes from Public Comments

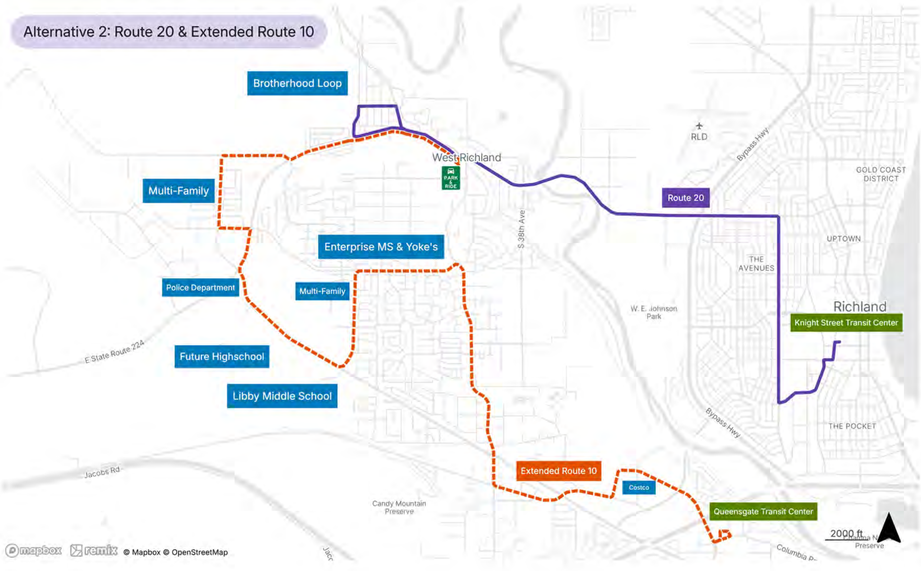


Across the open-ended responses, participants discussed access to housing, schools, healthcare, shopping, and employment. Comments highlighted the potential value of serving Badger Canyon Apartments and the West Clearwater corridor, particularly for residents without vehicles. Other responses requested coverage in areas such as Finley, Canyon Lakes, and West Lattin Road, along with closer stops and safer walking access. Weekend and evening availability, direct travel, and reliable transfers were also recurring topics. Respondents requested additional Sunday service and later trips to accommodate work and other activities. Feedback also addressed clearer route maps and stop information, improvements to CONNECT booking and pickup instructions, and easier fare purchasing.

2027 Annual Service Plan External Survey

West Richland Route Alternatives



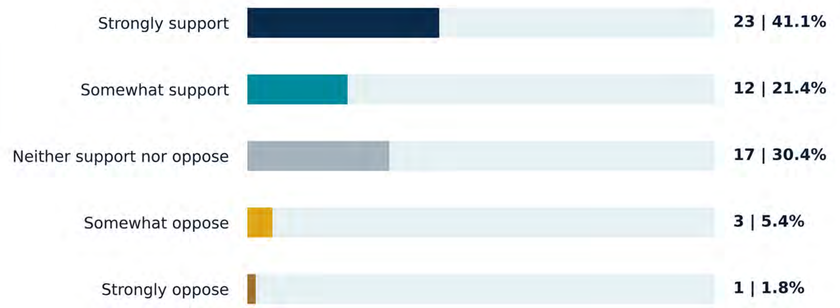




Among the 56 survey respondents, 37 (66.1%) preferred Alternative 1, the continuous Route 120, while 19 (33.9%) preferred Alternative 2, Route 10/20. Comments highlighted the appeal of direct travel, simpler routing, access to shopping destinations, and longer service hours. Some respondents expressed concerns about changing buses midway through their trip. During subsequent public outreach, BFT clarified that the proposed interlining would allow passengers to remain on the same bus: Route 10 would arrive at Flattop Transit Center and immediately continue as Route 20, reducing the inconvenience associated with a transfer.

BFT moved forward with Alternative 2; however, the continuous Route 120 concept will receive further evaluation through the Short-Range Transit Plan. The selected routing may evolve as travel needs and operating conditions change. BFT will continue monitoring service performance and feedback from both operators and passengers to identify opportunities for future adjustments.

Proposed West Clearwater Route 49

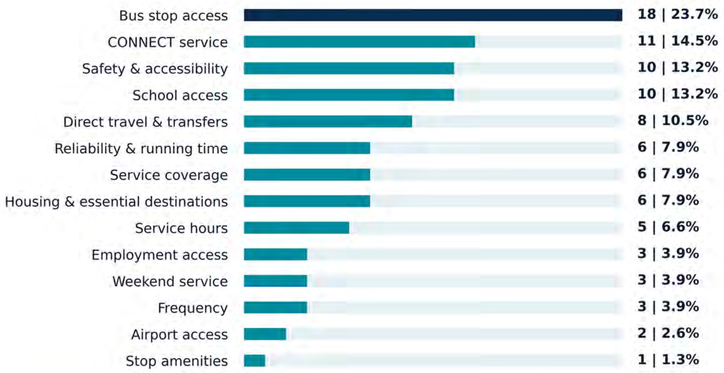


The proposed Route 49 received support from 35 of 56 respondents (62.5%), including 23 who strongly supported it and 12 who somewhat supported it. Seventeen respondents (30.4%) were neutral, while four (7.1%) expressed opposition. Supportive comments emphasized improved access to Badger Canyon Apartments, schools, medical facilities, and other destinations along the West Clearwater corridor, particularly for residents without access to a vehicle.

Comments also raised questions about exact stop locations, the absence of weekend service, and potential duplication with existing routes. Some respondents questioned the proposal's priority relative to unmet needs elsewhere, including Finley and previously served neighborhoods. This feedback identifies considerations for implementation and future evaluation, including clear stop information, access to key destinations, and continued assessment of service needs.

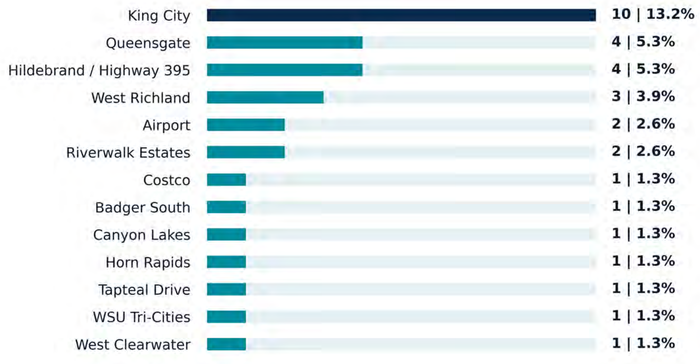
Annual Feedback Summary (Track it & Staff Comments)

What People Commented on



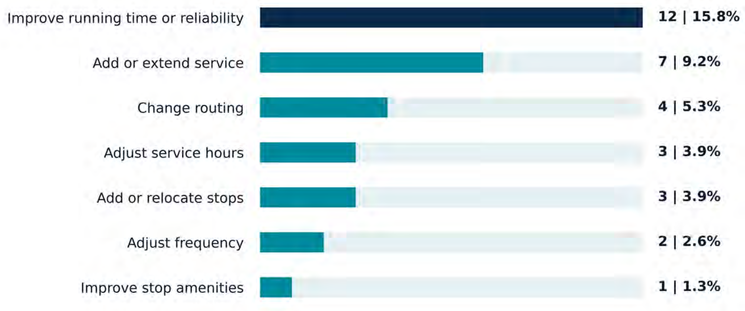
Recurring comments focused on expanding service to underserved and growing areas, improving service hours and frequency, and making bus stops easier to reach. Feedback emphasized access to schools, employment, shopping, and the airport, particularly where existing routes or schedules did not fully meet travel needs. Comments also addressed direct travel and transfers, including the convenience of reaching destinations without lengthy or complicated trips.

Places Mentioned in the Comments



West Clearwater and West Richland appeared in discussions about serving growing neighborhoods and improving access to daily destinations. Comments also identified service needs in Finley, Horn Rapids, and Badger South, reflecting interest in extending transit access beyond existing corridors. Riverwalk Estates near Hildebrand Boulevard and Highway 395 was raised in relation to reaching nearby bus service, while WSU Tri-Cities appeared in requests for improved waiting amenities. The airport and King City were also mentioned as destinations where earlier service or more direct travel options could better accommodate flight schedules and employee transportation needs.

Service Changes Requested



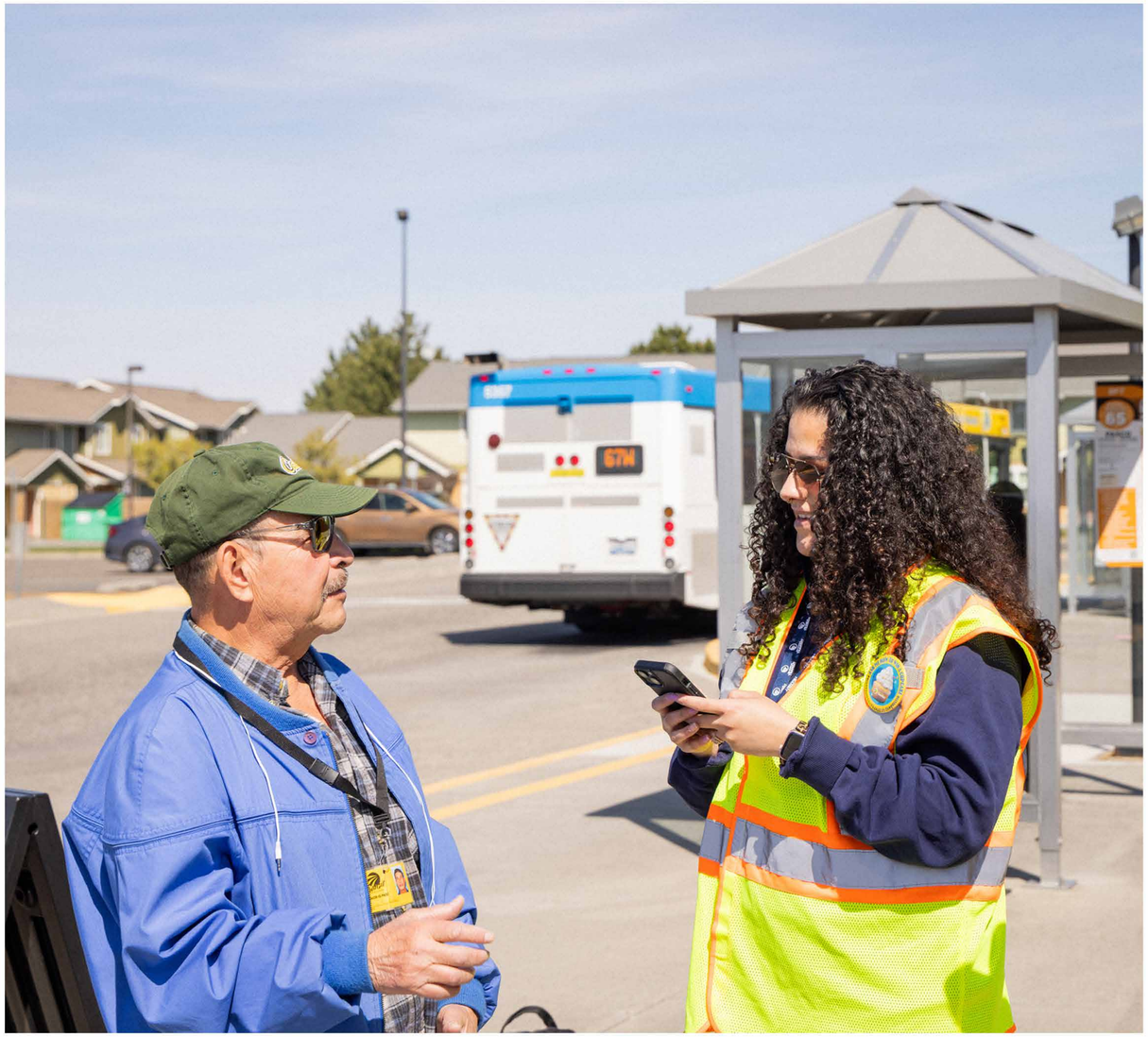
Requests centered on adding or extending routes, providing earlier or later trips, and adjusting frequency to better accommodate work, school, and other daily activities. They also sought more convenient stop locations and routing adjustments that would reduce walking distances or difficult road crossings. More direct travel options were suggested for destinations that are challenging to reach using existing service. Other requests focused on improving the experience of using current routes through benches and shelters, better passenger information, and schedule or running-time adjustments.

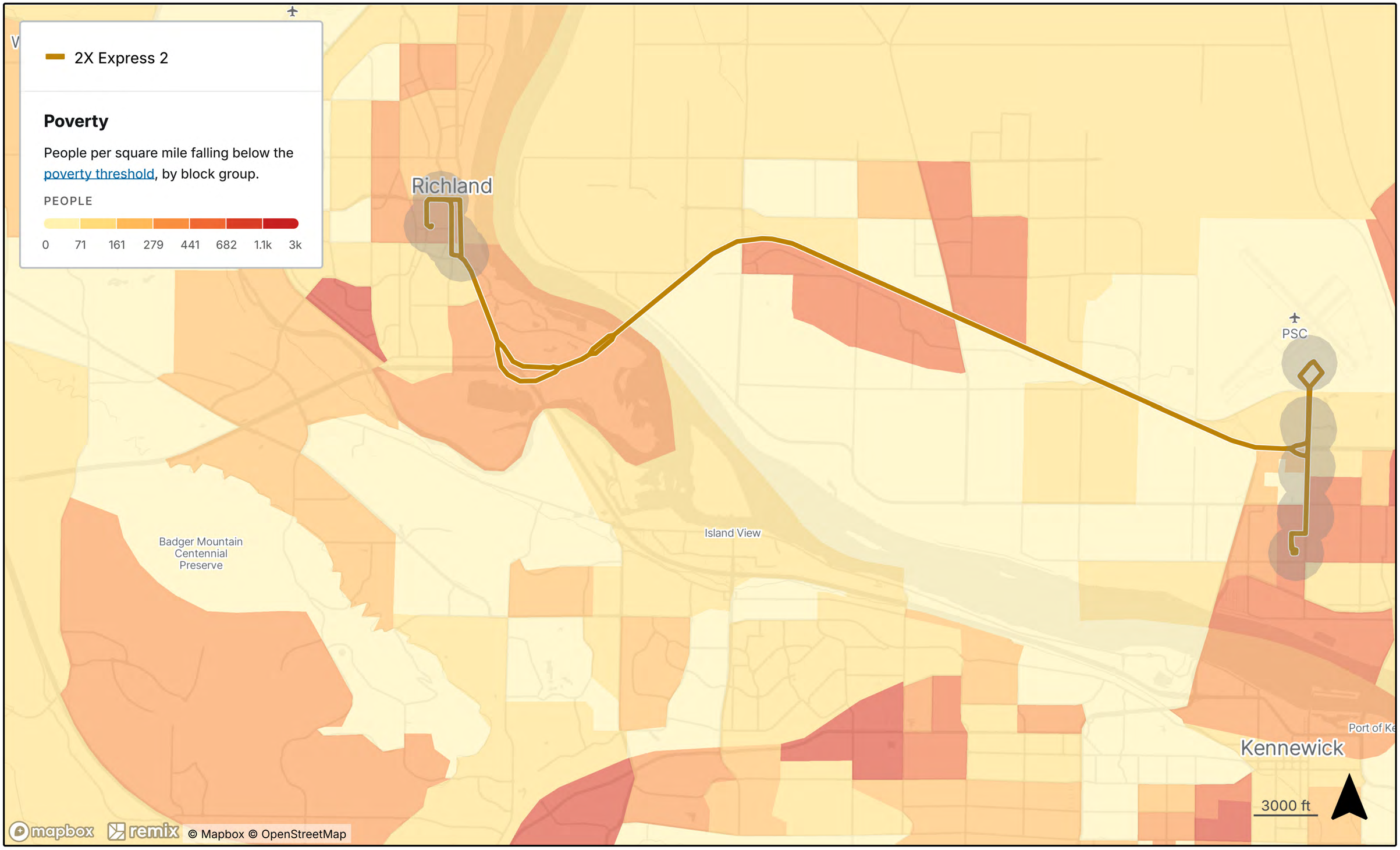


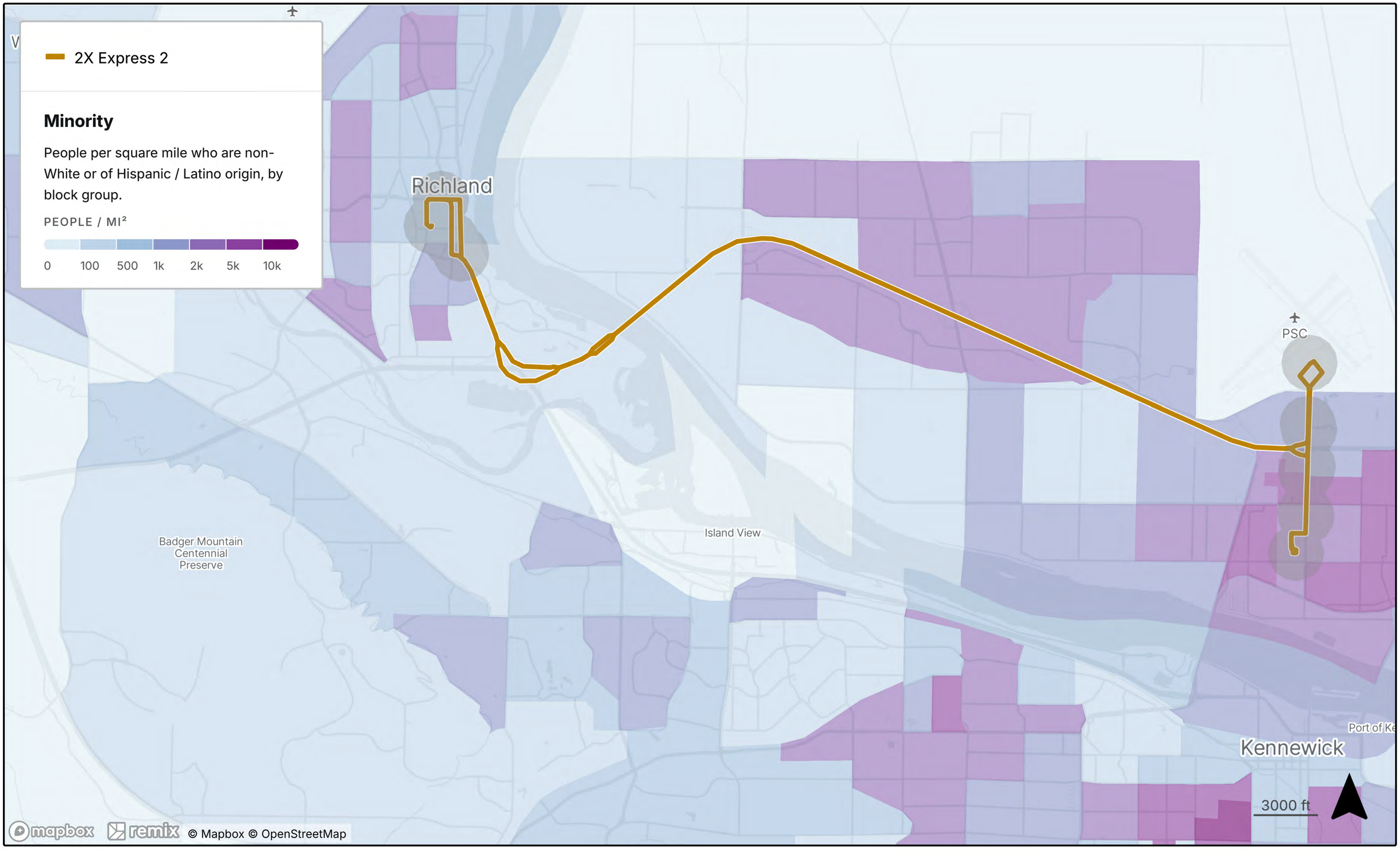
The theme cloud summarizes topics raised in feedback collected for the 2027 Annual Service Plan, including service coverage, scheduling, and access to bus stops. Comments identified transportation needs in growing neighborhoods and areas with limited service, including West Clearwater, West Richland, Finley, Horn Rapids, and Badger South. Requests for earlier or later trips, frequency adjustments, and more direct travel options reflected the need to better accommodate work, school, and airport schedules. Feedback also highlighted barriers between a passenger's destination and the nearest stop, such as long walks and difficult road crossings, including access near Riverwalk Estates and Highway 395. Requests for benches and shelters, including at WSU Tri-Cities, emphasized the importance of comfortable waiting conditions. Together, these comments provide direction for evaluating route coverage, service availability, and passenger access through the ASP and future planning efforts. The cloud represents topics mentioned in the feedback; larger phrases indicate more records associated with a theme, rather than agreement with a particular proposal.

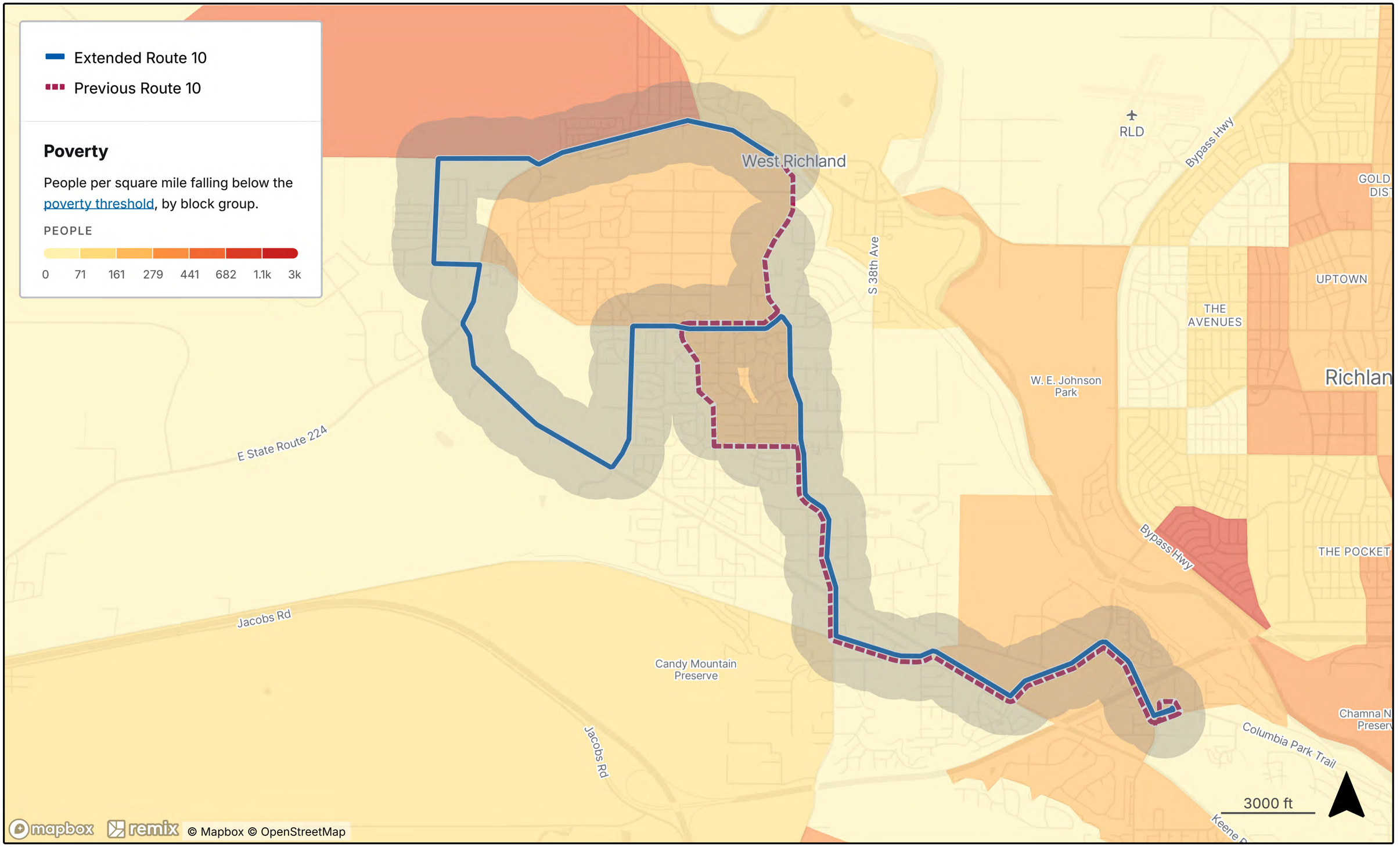
APPENDIX E

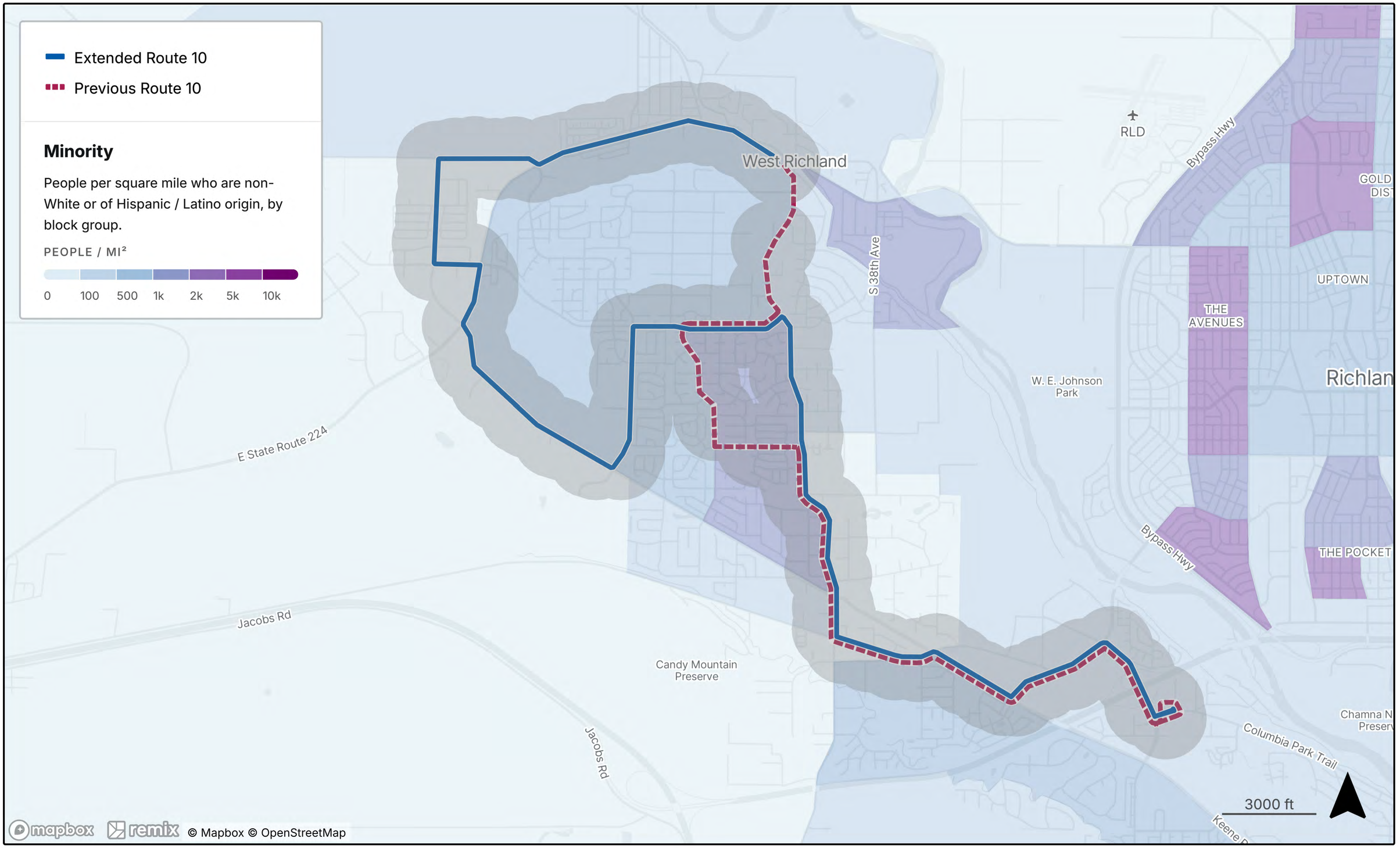
Title VI Analysis

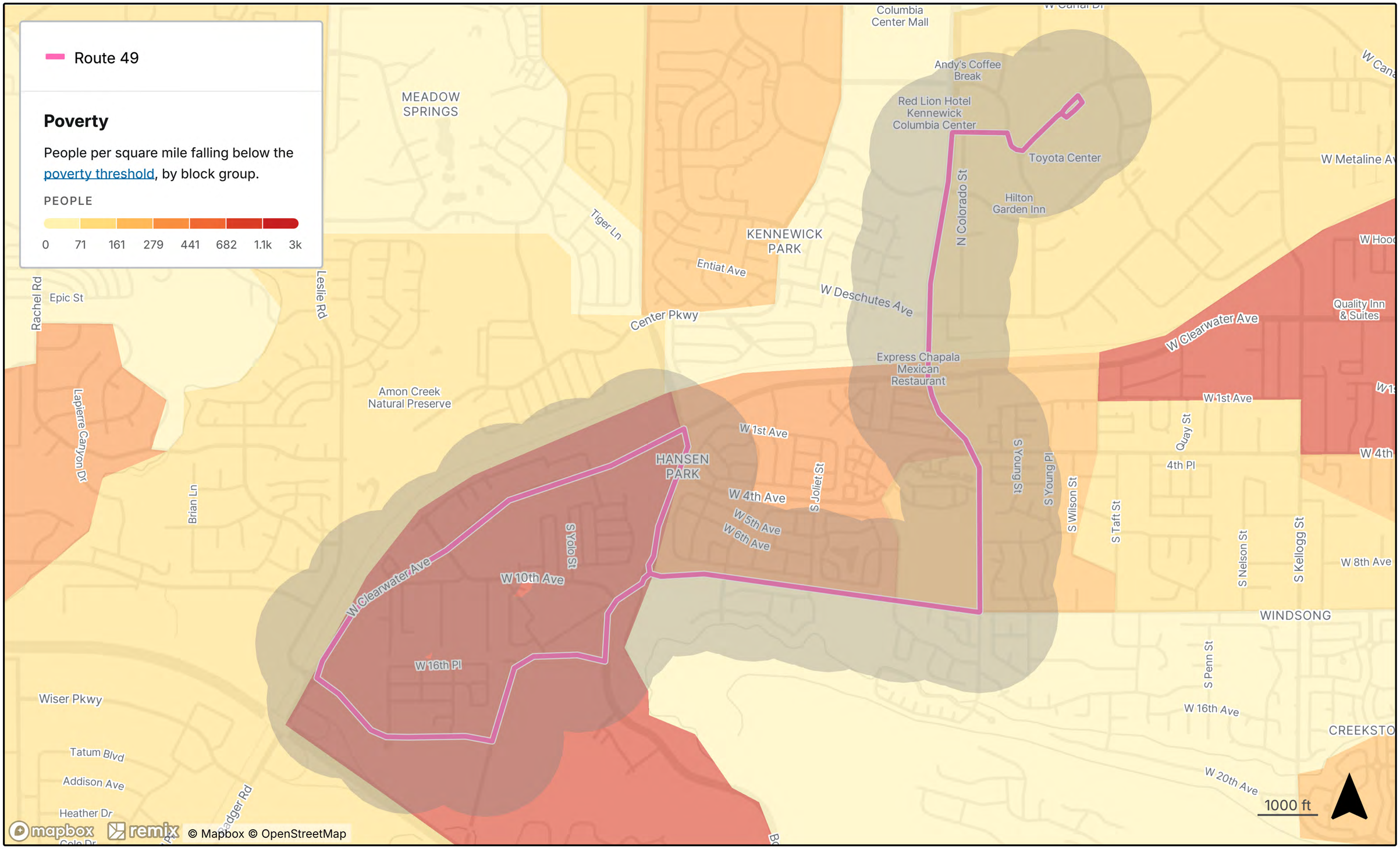


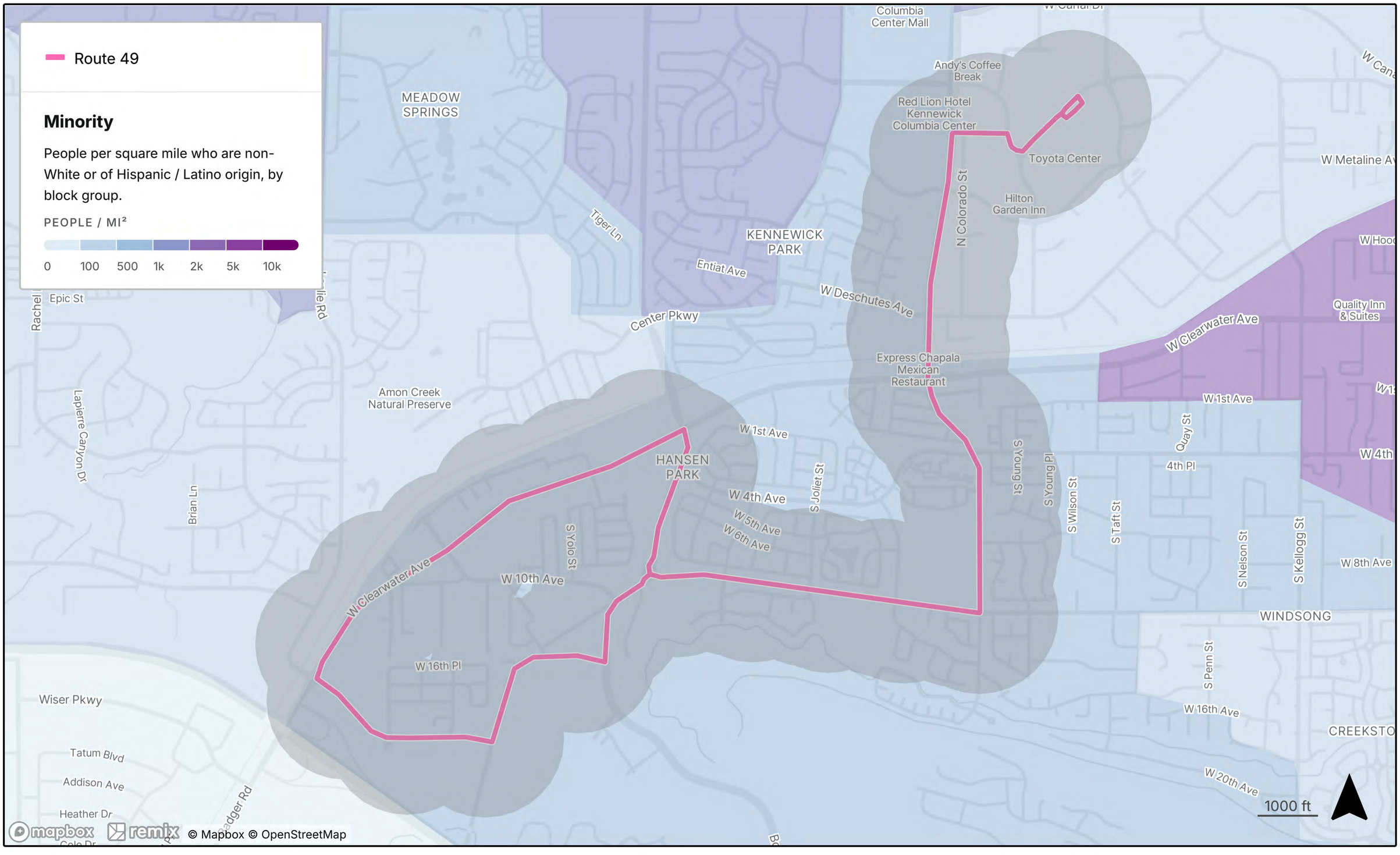

2X Express 2
Poverty
People per square mile falling below the poverty threshold, by block group.
PEOPLE
0 71 161 279 441 682 1.1k 3k
Richland
PSC
Island View
Badger Mountain Centennial Preserve
Kennewick
3000 ft
© Mapbox © OpenStreetMap

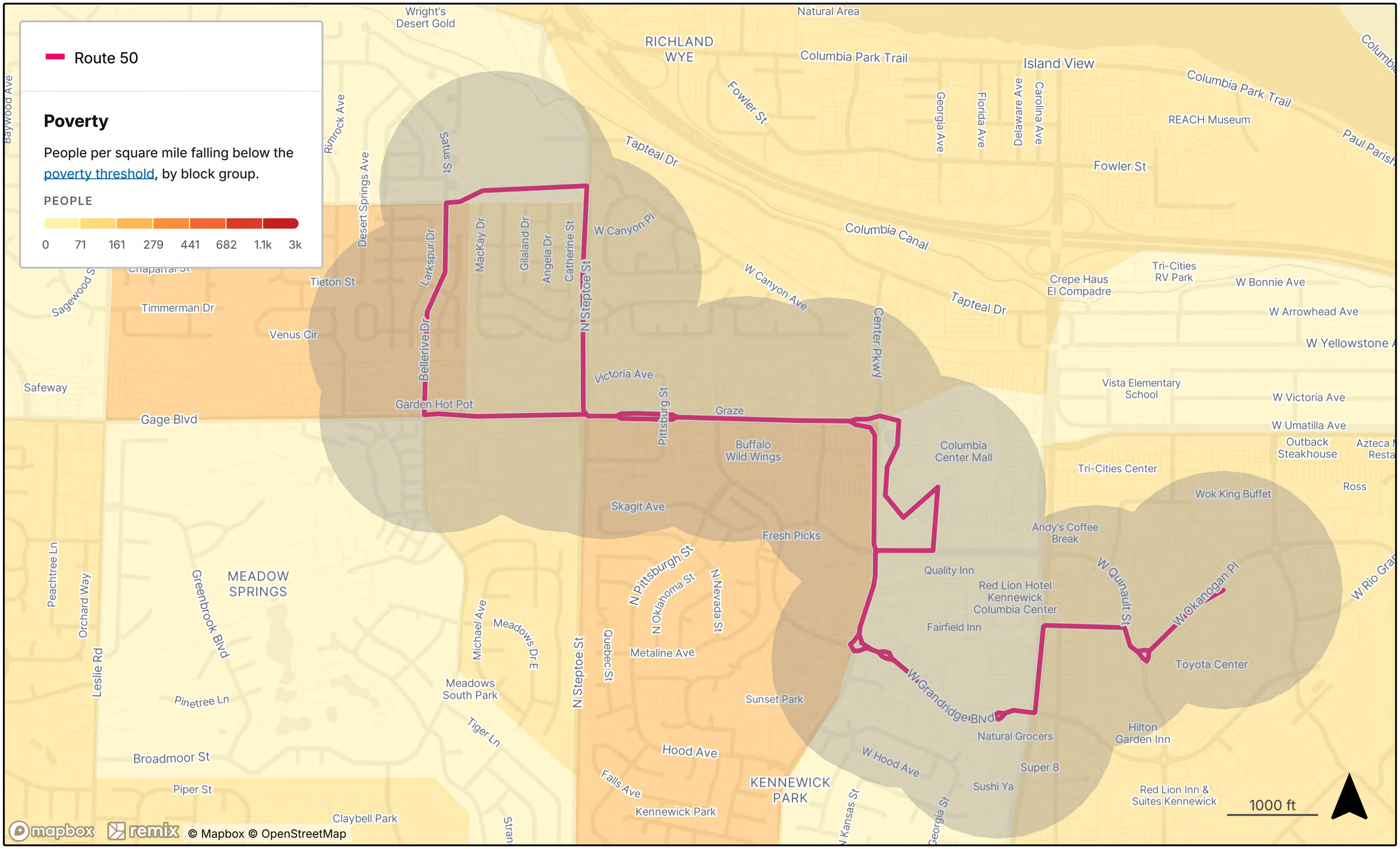

2X Express 2
Minority
People per square mile who are non-White or of Hispanic / Latino origin, by block group.
PEOPLE / MI²
0
100
500
1k
2k
5k
10k
Richland
PSC
Island View
Badger Mountain Centennial Preserve
Kennewick
Port of Ke
3000 ft
mapbox
remix
© Mapbox © OpenStreetMap

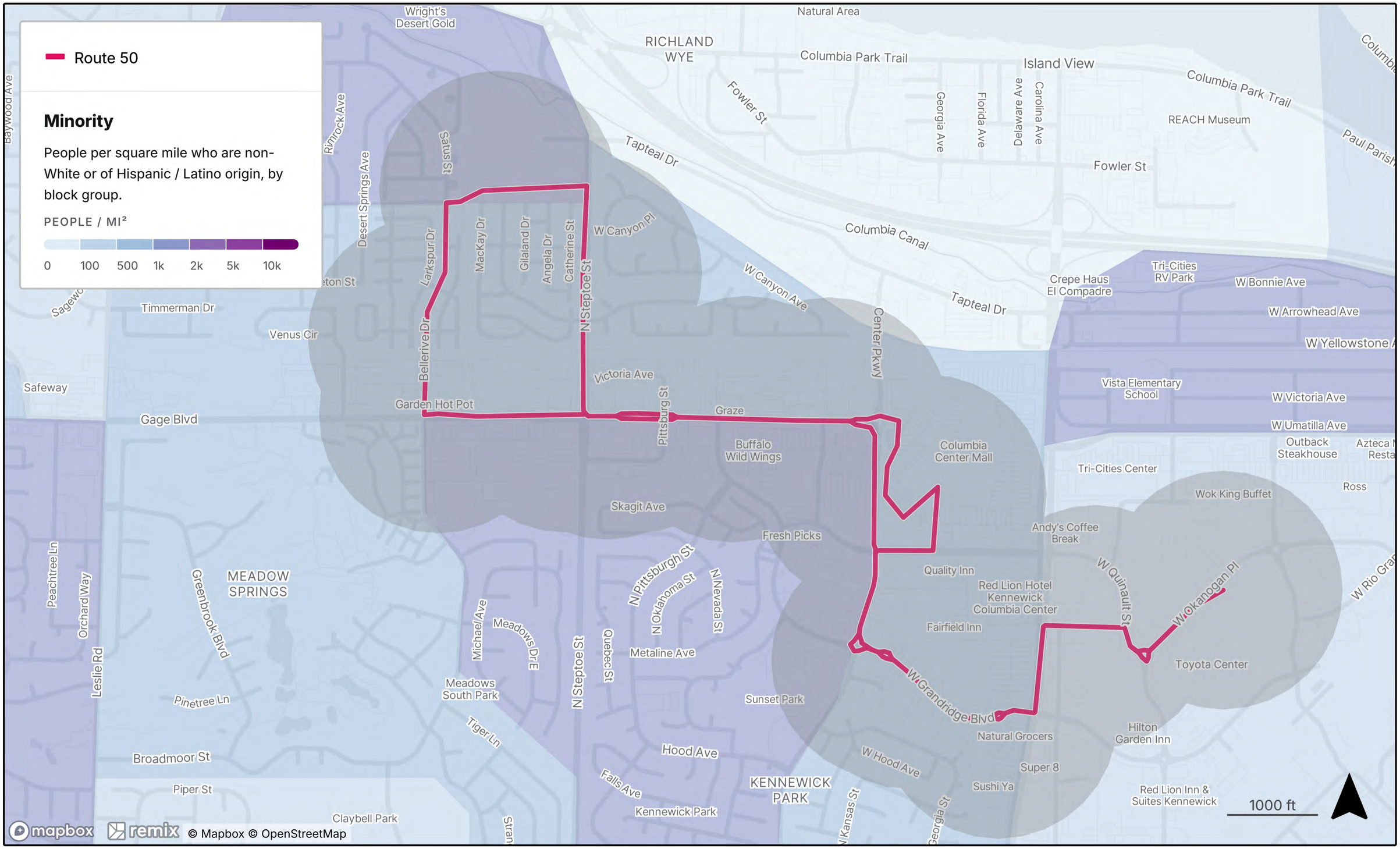

Extended Route 10
Previous Route 10
Poverty
People per square mile falling below the poverty threshold, by block group.
PEOPLE
0 71 161 279 441 682 1.1k 3k
West Richland
RLD
Bypass Hwy
S 38th Ave
GOLD DIST
UPTOWN
THE AVENUES
W. E. Johnson Park
Richlan
E State Route 224
Jacobs Rd
Candy Mountain Preserve
Jacobs Rd
Bypass Hwy
THE POCKET
Chamna N Preserv
Columbia Park Trail
3000 ft
Keene
mapbox
remix
© Mapbox © OpenStreetMap


Extended Route 10
Previous Route 10
Minority
People per square mile who are non-White or of Hispanic / Latino origin, by block group.
PEOPLE / MI²
0 100 500 1k 2k 5k 10k
West Richland
RLD
Bypass Hwy
S 38th Ave
GOLD DIST
UPTOWN
THE AVENUES
W. E. Johnson Park
Richlan
E State Route 224
Jacobs Rd
Candy Mountain Preserve
Bypass Hwy
THE POCKET
Chamna N Preserv
Columbia Park Trail
3000 ft
mapbox
remix
© Mapbox © OpenStreetMap


Route 49
Poverty
People per square mile falling below the poverty threshold, by block group.
PEOPLE
0 71 161 279 441 682 1.1k 3k
Columbia Center Mall
Andy's Coffee Break
Red Lion Hotel Kennewick Columbia Center
Toyota Center
Hilton Garden Inn
N Colorado St
MEADOW SPRINGS
Tiger Ln
KENNEWICK PARK
Entiat Ave
W Deschutes Ave
Center Pkwy
Rachel Rd
Epic St
Leslie Rd
Express Chapala Mexican Restaurant
W Clearwater Ave
Quality Inn & Suites
Amon Creek Natural Preserve
W 1st Ave
HANSEN PARK
W 4th Ave
W 5th Ave
W 6th Ave
S Joliet St
S Young St
S Young Pl
S Wilson St
S Taft St
Quay St
4th Pl
W 4th
S Nelson St
S Kellogg St
W 8th Ave
WINDSONG
S Penn St
W 16th Ave
CREEKSTO
W 20th Ave
S Volo St
W 10th Ave
W 16th Pl
Lapierre Canyon Dr
Brian Ln
Wiser Pkwy
Tatum Blvd
Addison Ave
Heather Dr
Badger Rd
1000 ft
mapbox
remix
© Mapbox © OpenStreetMap


Route 49
Minority
People per square mile who are non-White or of Hispanic / Latino origin, by block group.
PEOPLE / MI²
0 100 500 1k 2k 5k 10k
Columbia Center Mall
Andy's Coffee Break
Red Lion Hotel Kennewick Columbia Center
Toyota Center
Hilton Garden Inn
MEADOW SPRINGS
KENNEWICK PARK
N Colorado St
Tiger Ln
Entiat Ave
W Deschutes Ave
Center Pkwy
Epic St
Express Chapala Mexican Restaurant
W Clearwater Ave
Quality Inn & Suites
Amon Creek Natural Preserve
W 1st Ave
HANSEN PARK
W 4th Ave
W 5th Ave
W 6th Ave
W 10th Ave
W 16th Pl
S Volo St
S Joliet St
S Young St
S Young Pl
S Wilson St
S Taft St
S Nelson St
S Kellogg St
S Penn St
Quay St
4th Pl
W 4th
W 8th Ave
WINDSONG
W 16th Ave
W 20th Ave
Lapierre Canyon Dr
Brian Ln
Wiser Pkwy
Tatum Blvd
Addison Ave
Heather Dr
Badger Rd
1000 ft
mapbox
remix
© Mapbox © OpenStreetMap


Route 50
Poverty
People per square mile falling below the poverty threshold, by block group.
PEOPLE
0 71 161 279 441 682 1.1k 3k
Wright's Desert Gold
Natural Area
RICHLAND WYE
Columbia Park Trail
Island View
Columbia Park Trail
REACH Museum
Fowler St
Tapteal Dr
Columbia Canal
W Canyon Pl
W Canyon Ave
Tapteal Dr
Crepe Haus El Compadre
Tri-Cities RV Park
W Bonnie Ave
W Arrowhead Ave
W Yellowstone
Vista Elementary School
W Victoria Ave
W Umatilla Ave
Outback Steakhouse
Tri-Cities Center
Ross
Wok King Buffet
Andy's Coffee Break
Quality Inn
Red Lion Hotel Kennewick Columbia Center
Fairfield Inn
Toyota Center
Natural Grocers
Hilton Garden Inn
Super 8
Sushi Ya
Red Lion Inn & Suites Kennewick
Columbia Center Mall
Buffalo Wild Wings
Graze
Fresh Picks
Skagit Ave
Victoria Ave
Garden Hot Pot
Gage Blvd
Safeway
Venus Cir
Timmerman Dr
Tieton St
Chaparral St
Sagewood S
Baywood Ave
Rimrock Ave
Desert Springs Ave
Sauls St
Larkspur Dr
MacKay Dr
Gilaland Dr
Angela Dr
Catherine St
N Steptoe St
Belleriver Dr
Pittsburg St
Center Pkwy
Georgia Ave
Florida Ave
Delaware Ave
Carolina Ave
Paul Parish
MEADOW SPRINGS
Peachtree Ln
Orchard Way
Greenbrook Blvd
Leslie Rd
Pinetree Ln
Broadmoor St
Piper St
Claybell Park
Michael Ave
Meadows Dr E
Meadows South Park
Tiger Ln
N Pittsburgh St
N Oklahoma St
N Nevada St
Quebec St
Metaline Ave
Sunset Park
Hood Ave
Falls Ave
Kennewick Park
KENNEWICK PARK
W Hood Ave
N Kansas St
Georgia St
W Grandridge Blvd
W Quinault St
W Okanogan Pl
W Rio Gra
1000 ft
mapbox
remix
© Mapbox © OpenStreetMap


Route 50
Minority
People per square mile who are non-White or of Hispanic / Latino origin, by block group.
PEOPLE / MI²
0 100 500 1k 2k 5k 10k
Wright's Desert Gold
Natural Area
RICHLAND WYE
Columbia Park Trail
Island View
Columbia Park Trail
REACH Museum
Fowler St
Tapteal Dr
Columbia Canal
W Canyon Pl
W Canyon Ave
Tapteal Dr
Crepe Haus El Compadre
Tri-Cities RV Park
W Bonnie Ave
W Arrowhead Ave
W Yellowstone
Vista Elementary School
W Victoria Ave
W Umatilla Ave
Outback Steakhouse
Tri-Cities Center
Ross
Wok King Buffet
Andy's Coffee Break
Quality Inn
Red Lion Hotel Kennewick Columbia Center
Fairfield Inn
Toyota Center
Hilton Garden Inn
Natural Grocers
Super 8
Sushi Ya
Red Lion Inn & Suites Kennewick
W Rio Grande
Buffalo Wild Wings
Columbia Center Mall
Graze
Victoria Ave
Garden Hot Pot
Skagit Ave
Fresh Picks
Sunset Park
Hood Ave
W Hood Ave
KENNEWICK PARK
Kennewick Park
Falls Ave
Claybell Park
Broadmoor St
Piper St
Pinetree Ln
Meadows South Park
Tiger Ln
Metaline Ave
MEADOW SPRINGS
Timmerman Dr
Venus Cir
Safeway
Gage Blvd
Sagewood
Baywood Ave
Rimrock Ave
Desert Springs Ave
Saus St
Larkspur Dr
MacKay Dr
Gilaland Dr
Angela Dr
Catherine St
N Steptoe St
Belleriver Dr
Pittsburg St
Center Pkwy
Georgia Ave
Florida Ave
Delaware Ave
Carolina Ave
Fowler St
Paul Parish
Columbia
Peachtree Ln
Orchard Way
Leslie Rd
Greenbrook Blvd
Michael Ave
Meadows Dr E
N Steptoe St
Quebec St
N Pittsburgh St
N Oklahoma St
N Nevada St
N Kansas St
Georgia St
W Grandridge Blvd
W Quinault St
W Okanogan Pl
1000 ft
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remix
© Mapbox © OpenStreetMap

30-Day Public Comment and Public Hearing Notice

Aviso del Período de Comentarios Públicos de 30 Días de BEN FRANKLIN TRANSIT: Plan de Servicio Anual 2027

ENGLISH | ESPAÑOL

The 2027 ASP 30-day public comment period will be from November 8 to December 8, 2026. Final comments and outcomes will be included upon completion of the public outreach process. The following legal notice will be published in Tri-City Herald on November 8.

Ben Franklin Transit (BFT) is releasing the agency's 2027 Annual Service Plan (ASP), which includes Title VI Service Equity Analysis results for public comment on November 8, 2026. Refer to BFT's website for a summary of the ASP modifications.

Ben Franklin Transit's 2027 ASP and Title VI Service Equity Analysis are available for review at https://www.bft.org/asp/

During the 30-day public comment period ending December 10, 2026, the following opportunities are available for public input:

Open Houses:

November 17 from 12 p.m. (Noon) to 1 p.m. Virtual session only on Zoom:

https://us02web.zoom.us/j/84809035633?pwd=o94EzyjYHQ2iqE6c93Dw0MdvnCyiRa.1

Meeting ID: 848 0903 5633 Passcode: 118943

By phone: 253-215-8782

November 17 from 5 p.m. to 6 p.m. Mid-Columbia Libraries, 3803 W. Van Giesen St. West Richland, WA 99353

November 18 from 5 p.m. to 6 p.m. Three Rivers Transit Center, 7109 W Okanogan Pl., Kennewick, WA 99336

Public hearing:

December 10, 2026, at 6 p.m. during the Ben Franklin Transit Board Meeting, BFT Board Room, 1000 Columbia Park Trail, Richland, WA 99352. In-person and Zoom is available:

Zoom Link:
https://us06web.zoom.us/j/98962178731?pwd=OGg1amhEQXA0RG5QRTdqNnFpRGN5dz09

Meeting ID: 227 388 001 437 1
Passcode: Xj3sF96A

By phone: 253-527-1980 or (Toll-Free) 844-640-7974

Feedback is also available in the following ways:

Email input to **Planning@bft.org**

Call Customer Service at **509.735.5100**

The 2027 Annual Service Plan in its entirety and additional meeting location/Zoom information for the open house and public hearing is available at: https://www.bft.org/asp/

30-Day Public Comment and Public Hearing Notice

Aviso del Período de Comentarios Públicos de 30 Días de BEN FRANKLIN TRANSIT: Plan de Servicio Anual 2027

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Ben Franklin Transit (BFT) publicará el Plan de Servicio Anual (ASP) 2027 de la agencia, incluyendo los resultados del Análisis de Equidad en el Servicio conforme al Título VI para comentarios públicos a partir del 8 de noviembre de 2026. Consulte el sitio web de BFT para ver un resumen de las modificaciones del ASP.

El ASP 2027 de Ben Franklin Transit y el Análisis de Equidad en el Servicio conforme al Título VI están disponibles para su revisión en:
https://www.bft.org/asp/

Durante el período de comentarios públicos de 30 días, que finaliza el 10 de diciembre de 2026, se ofrecen las siguientes oportunidades para recibir comentarios del público:

Casas Abiertas:

17 de noviembre, de 12 p.m. a 1 p.m. Sesión virtual solamente por Zoom:

https://us02web.zoom.us/j/84809035633?pwd=o94EzyjYHQ2iqE6c93Dw0MdvnCyiRa.1

ID de reunión: 848 0903 5633 Código de acceso:118943

Por teléfono: 253-215-8782

17 de noviembre, de 5 p.m. a 6 p.m. Mid-Columbia Libraries, 3803 W. Van Giesen St. West Richland, WA 99353

18 de noviembre, de 5 p.m. a 6 p.m. Three Rivers Transit Center, 7109 W Okanogan Pl., Kennewick, WA 99

Audiencia Pública:

10 de diciembre de 2026 a las 6 p.m. durante la reunión de la Junta Directiva de Ben Franklin Transit

Sala de Juntas de BFT 1000 Columbia Park Trail, Richland, WA 99352 Presencial y también disponible por Zoom:

https://us06web.zoom.us/j/98962178731?pwd=OGg1amhEQXA0RG5QRTdqNnFpRGN5dz09

ID de reunión: 227 388 001 437 1
Código de acceso: Xj3sF96A

Por teléfono: 253-527-1980 o (línea gratuita) 844-640-7974

También puede enviar sus comentarios de las siguientes maneras:

Por correo electrónico a: **Planning@bft.org**

Llamando al Servicio al Cliente: **509.735.5100**

El Plan de Servicio Anual 2027 completo y la información adicional sobre las ubicaciones de las reuniones/enlaces de Zoom para las casas abiertas y la audiencia pública están disponibles en:
https://www.bft.org/asp/